RESIDENTIAL SERVICES PROGRAM

APRIL 1, 1983

Alberta
SOCIAL SERVICES
AND COMMUNITY HEALTH

RECORD OF AMENDMENTS

INTERIM AMENDMENT		CHANGES ENTERED	
NUMBER	DATE	BY	DATE

The Residential Services Program April 1, 1983 edition, with any subsequent interim amendments to this edition, may be purchased by any interested person or agency from:

Government Services
Publications and Statutes
11510 Kingsway Avenue
Edmonton, Alberta
T5G 2Y5

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PREFACE

In its efforts to provide services to the citizens of Alberta, the Department of Social Services and Community Health has recognized a number of important principles consistent with Government direction. These include:

- recognition of the importance of the family, and of the family's and the community's primary responsibility for the care of citizens who need assistance; and
- commitment to intervene in the lives of citizens only when truly required, favouring to the extent possible the strengthening of the voluntary sector but providing qualitative services in the most cost-effective manner when those services must be provided.

We are pleased to present this first edition of the Department's Residential Services Manual. It is intended to aid regional staff in consistent application of Department policy, so as to assure equitable access to services, regardless of location in Alberta.

We urge those of you who work with us in providing services to our fellow Albertans to become fully conversant with the policies, responsibilities and standards as presented in this manual, to ensure provision of the best possible service.

D'Arcy Coulson
Deputy Minister, Social Services

Catharine E. Arthur
Associate Deputy Minister

April, 1983

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INTRODUCTION: THE RESIDENTIAL SERVICES PROGRAM

1.0 Scope

1.1 Purpose

The Residential Services Program is established to ensure an appropriate and sufficient range of residential services to meet the varying needs of the people of Alberta; and to monitor and evaluate such services to ensure their quality and effectiveness.

1.2 Objectives

1. To develop innovative approaches to residential services with an emphasis on prevention and major involvement from non-government sectors.
2. To develop and recommend a range of options that incorporates the best of existing services and innovative approaches.
3. To review the efficiency and effectiveness of residential services funded or operated by the Department on an ongoing basis, in conjunction with the Planning Secretariat and the Delivery Division.
4. To develop and evaluate program quality standards for all residential services in conjunction with the Delivery Division.
5. To maintain linkages with appropriate systems to ensure relevant information is shared.

1.3 Definitions

1.3.1 Evaluation

A special or periodic assessment of a program to determine its relevance, effectiveness, and efficiency in accordance with program objectives and goals.

1.3.2 Information Management and Liaison

The development and coordination of methods and mechanisms for the collection, organization, maintenance and dissemination of program information; and the communication with various sectors of the Department and other provincial jurisdictions to facilitate the coordination of objectives and activities or to provide program or technical advice and assistance.

1.3.3 Monitoring

A systematic, planned, ongoing scrutiny of program activities and services in order to ensure that they are operating in accordance with the program design.

1.3.4 Program Development

Designing new or modifying existing programs intended to implement general principles and policies in reaction to identified needs and resulting in an impact upon a specified target clientele.

Activities include:

- research, analysis, and proposal of alternate actions;
- identification of program objectives and goals;
- development of standards, guidelines and procedures;
- identification of target clientele;
- assessment of resources required;
- assessment of social impact;
- identification of functional relationships required by the program;
- development of implementation plan;
- development of monitoring plan;
- development of evaluation plan.

1.3.5 Standard

A precise, measurable and concrete indicator of care, performance or practice used as a basis for comparison in formulating a judgement.

CHAPTER 1: COMMUNITY RESIDENCES FOR DISABLED PERSONS

1.0 Scope

1.1 Purpose

This program is intended to assist persons who are mentally retarded or physically disabled in their development toward greater independence, by providing room and board, supervision and skill-development opportunities.

1.2 Program Description

A community residence is a housing unit located in a residential area of an urban or rural community. It generally serves six to twelve persons who are mentally retarded and/or physically disabled, with three to eight persons living in a self-contained unit within the residence.

Persons living within community residences generally attend educational or training programs or are employed within the community. They utilize existing community services such as transportation, recreation and health services.

This program provides for different levels of service which relate to the intensity and complexity of resident care and program needs.

1.3 Entry Criteria by Service Level

1.3.1 Independence Development (ID)

Spaces approved to serve individuals functioning primarily at level 2 according to the "Levels of Handicap" document (see Appendix 1.1), and requiring on-site supervision during those times they are within the residential unit.

1.3.2 Self Help Development (SHD)

Spaces approved to serve individuals functioning primarily at level 3 according to the "Levels of Handicap" document.

1.3.3 Basic Skills Development (BSD)

Spaces approved to serve individuals who:

(a) are functioning at levels 3 or 4 in both 'Socialization/Communication' and Developmental Skills' according to the "Levels of Handicap" document; and

(b) are independent in Ambulation/Mobility according to the "Levels of Care for the Dependent Handicapped" document (see Appendix 1.2); and

(c) require assistance or total care in "Dressing and Hygiene" and "Elimination" according to the "Levels of Care for the Dependent Handicapped" document.

1.3.4 Physical Assistance (PA)

Spaces approved to serve individuals who require supervision or assistance in "Ambulation", and require assistance in "Dressing and Hygiene" and "Elimination" according to the "Levels of Care for the Dependent Handicapped" document.

1.3.5 Intensive Supervision (ISC)

Spaces approved to serve individuals who require assistance or total care in "Ambulation"; supervision, assistance or total care in "Feeding"; and assistance or total care in "Dressing and Hygiene" and "Elimination" according to the "Levels of Care for the Dependent Handicapped" document.

1.3.6 Community Behavioral (CB)

Spaces approved to serve individuals who are assessed by a qualified behavioral services worker as requiring a specialized residential behavioral service without an intensive treatment component.

1.3.7 Intensive Independence Training (IIT)

Spaces approved to provide intensive training to adults who are mentally retarded and high functioning, and who are perceived to have an ability to move within 18 months into an independent residential setting with Outreach support.

1.3.8 Residential Assessment (RA)

Spaces approved to provide assessments to adults or children who are mentally retarded and functioning at levels 2 or 3 according to the "Levels of Handicap" document.

1.4 Services Excluded

None of the service levels are intended to serve persons who require medical or nursing personnel on staff in the residence.

2.0 Authority and Responsibilities

The Social Services Division, through the Residential Services Program, shall establish provincial standards, guidelines and provincially-standardized funding models for Community Residences for Disabled Persons. The Service Delivery Division shall be responsible for establishing procedures, approving project proposals, ensuring that provincial standards are met, and monitoring, through the Community Residence Monthly Reports, Relief Bed monthly registrations and annual audits.

The Service Delivery Division may provide funding to non-profit organizations for the operation of Community Residences for Disabled Persons.

3.0 Program Definition and Procedures

3.1 Administrative Procedures

3.1.1 Funding Requests

Written funding requests must be submitted to the appropriate Service Delivery office in the approved format.

3.1.2 Components of Grants

(a) Staffing Costs

Funds allocated for staffing are intended to assist with the salaries and fringe benefits for direct-care staff employed to work within the community residence.

(b) Facility Costs

(i) Mortgage, Rental or Lease, and Property and Improvement Taxes

This budget item is intended to offset the actual costs of the building used for the community residence, as well as the property and improvement taxes when rebates from such taxes cannot be obtained from the municipality.

(ii) Liability and Building Insurance

(iii) Utilities

(c) Other Operating Costs

(i) Maintenance and Repair of Land and Building

(ii) Maintenance, Repair and Replacement of Furniture and Equipment, Small Appliances, and Linen.

(iii) Food and Cleaning Supplies

Funding for this item is intended to assist with the cost of food for residents (not including the cost of preparation), and with household and cleaning supplies.

(iv) Administration and Supervision

Funding for this item is intended to assist with the costs of auditing, staff development and associated travel, general management and supervision of a residence or series of residences.

(d) Residential Relief Component

Approved relief spaces will be funded at the existing per diem rate for the level of space approved, with an additional per diem rate added to the staffing component.

Relief funding may be approved for spaces at any service level except Intensive Independence Training or Residential Assessment.

3.1.3 Funding Procedures

"Staffing and "Other Operating" costs will be funded at no more than the existing per diem rate as contained in the provincially-standardized funding models.

Facility costs shall be negotiated annually.

3.1.4 Start-up Funds

A one-time grant may be provided to any agency initiating an approved new community residence unit. This grant is intended to assist the agency with the initial costs of opening a residence (e.g. furnishings, equipment, linens, staff recruitment).

This grant will not be available to an agency transferring spaces from an existing residential unit to one or more different units.

3.1.5 Unexpended Funds

A staffing surplus in excess of $1,000 in any unit constitutes an overpayment which shall be returned to the Department through a reduction of payment in the following budget year.

3.1.6 Revenue

Daily maintenance charges in an amount established by the Department must be collected by the operator from each adult receiving service in a funded residence. Daily maintenance charges as allowed under regulations of the Department of Education shall be collected for each child accommodated in a funded residence for the purpose of attending a school program outside the child's home school jurisdiction. Maintenance charges shall be returned to the Department through reductions in grant payments.

3.1.7 Occupancy Rate Calculation

The occupancy rate is the sum of the number of nights that each client was in the residence during a period (CN), divided by the number of permanent spaces (PS) times the number of funded days in the period (FD) or:

$$\frac{CN}{PS \times FD}$$

3.2 Program Guidelines

3.2.1 Relief Spaces

A client meeting the approved admissions criteria must be admitted to a residence when a funded relief space is available.

All approved relief spaces must be available or in use for relief services 365 days per year. No client may use relief spaces for more than 30 days per year except as aproved by the Service Delivery Division.

3.2.2 Residential Assessment Spaces

Spaces providing short term (maximum six weeks) functional assessments in order to establish the most appropriate type of residential setting and provide detailed assessment information to the individual's future setting.

4.0 Standards

4.1 Conceptual Statement

The principle underlining the development of residential services in the Province of Alberta is normalization, encompassing the dignity and self-worth of man, human and civil rights, opportunities for development and the provision for health, safety and accommodation. To ensure that the principles of normalization are used as a basis in the development and operation of residential services, the following guidelines and standards were developed. These guidelines and standards are a minimum expectation that must be met in the development and provision of these services.

In addition it is intended that these guidelines and standards will serve as a means for internal monitoring to maintain a minimum level of service for the handicapped person. It is hoped that these guidelines and standards will also serve as a baseline for the provision of a higher level of service in the residential area.

4.2 Provincial, Federal and Municipal Regulations for Community Residence Operation and Development

The following are the regulations which are stipulated by Federal and Provincial codes for group home operation. A group home with four or more spaces must adhere to these regulations for Licensing, however a group home with less than four spaces should use these regulations as guidelines to ensure the safety and health of residents while maintaining a normalized environment.

4.2.1 An Agency/Association operating community residential facilities shall be incorporated.

4.2.2 The comprehensive insurance program shall provide protection for the following:

- (a) the physical resources of the Agency;
- (b) the Agency and its personnel in the case of work related accidents;
- (c) the clientele of the Agency in the case of Agency-related accidents; and
- (d) volunteers, practicum students and other persons in the case of Agency-related accidents.

4.2.3 The Agency shall comply with:

- (a) Alberta Child Welfare Act;
- (b) Alberta Social Care Facilities Licensing Act;
- (c) Alberta Social Services and Community Health Standards for Institutions and Nurseries;
- (d) Alberta Social Services and Community Health, Minimum Operational Regulations and Standards;
- (e) Alberta Welfare Homes Act;

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(f) Alberta Building Standards Act;
(g) Alberta Fire Prevention Act;
(h) Alberta Electrical Protection Act;
(i) Alberta Gas Protection Act;
(j) Alberta Labor Act and Labor Standards;
(k) Public Health Act;
(l) Federal Food and Drug Act; and
(m) Municipal Building and Zoning Codes.
(n) Alberta Social Care Facilities Review Committee Act

4.3 Guidelines and Standards for Community Residence Operation and Development

4.3.1 Administration

Principle: That the community residence shall be so organized and administered as to provide the services which are essential to implement its programs and effectively achieve its stated goals and objectives.

4.3.1.1 Guidelines

4.3.1.1.1 Job descriptions for all positions in the Agency's community residence services shall be reviewed annually and revised if necessary.

To ensure job descriptions that enable the Agency to achieve its stated goals and objectives.

4.3.1.2 Standards

4.3.1.2.1 The Agency shall have a written statement of goals and objectives and maintain a plan to achieve them.

Setting goals and objectives is a means of planning on an annual basis which assists the Agency in the use of its financial, human, and physical resources in a more effective manner and in assessing its development as a service provider.

Score	Criteria
4.	The implementation plan reflects a commitment to joint planning with other Agencies in the provision of a residential continuum in the community.
3.	The Agency has a written statement of goals, objectives and

	implementation plan, updated within the past year.
2.	The Agency has a written statement of goals and objectives, but no implementation plan.
1.	The Agency does not have a written statement of goals and objectives.

4.3.1.2.2 The Agency shall have an organization chart which graphically illustrates the position of the community residence within the total Agency service delivery system.

Score	Criteria
4.	The Agency has an organization chart reflecting future plans.
3.	The Agency has a current organization chart.
2.	The Agency has an organization chart but it is no longer current.
1.	The Agency does not have an organization chart.

4.3.1.2.3 The Agency shall have an organization chart which operationally illustrates the titles of all staff positions within the total Agency service delivery system.

Score	Criteria
4.	The Agency has an organization chart reflecting future staffing needs.
3.	The Agency has a current organization chart.
2.	The Agency has a organization chart but it is no longer current
1.	The Agency does not have an organization chart.

4.3.1.2.4 An advisory committee shall exist to provide advice and recommendations to the Agency regarding community residence services.

Score	Criteria
4.	The advisory committee assists in planning services.

3.	An advisory committee exists and meets regularly, at least 3 times per year.
2.	An advisory committee exists but does not meet regularly.
1.	An advisory committee does not exist.

4.3.1.2.5 A written description of the community residence services, including the philosophy and purpose of the services shall exist.

Score	Criteria
4.	Philosophy and purpose of services reflect normalization principles.
3.	There exists written descriptions of services including philosophy and purpose.
2.	There exists a written description of services but does not include philosophy and purposes.
1.	There does not exist a written description of services.

4.3.1.2.6 Current policy statements and procedures manuals pertaining to personnel and the community residence operation shall be maintained.

Score	Criteria
3.	Current policy and procedures manuals exist.
2.	Either of each manual exists, which is current.
1.	No current manuals exist.

4.3.1.2.7 The Executive person of the Agency, or his/her delegate, shall attend regular meetings of the governing body (Board) as a non-voting member and shall provide a monthly written report to the governing body (Board) on community residential services.

Score	Criteria
3.	Executive Director or delegate attends Board meetings and provides written report.

2. Executive Director or delegate attends Board meetings or provides written report.
1. Executive Director or delegate neither attends or submits a report.

4.3.1.2.8 A documented formal mechanism shall exist through which residents, advocates, parents/guardians and Agency personnel have access to the governing body (Board) for hearings of grievances, issues and concerns regarding the community residence service.

Score	Criteria
3.	A documented grievance procedure exists and is accessible to all parties mentioned.
2.	A documented grievance procedure exists but is not accessible to all parties.
1.	No documented grievance procedure exists.

4.3.1.2.9 An evaluation of the Agency's community residence services shall be carried out every two years:

(a) by a team external to the Agency which has expertise in residential services and is acceptable to the Regional Office of the funding source and the Agency;
(b) with an evaluation design which is acceptable to the Regional Office of the funding source and the Agency; and
(c) including a written report presented to the Regional Office of the funding source and the Agency.

Score	Criteria
4.	The results of the evaluation are used in planning for improvement of current or future services.
3.	An evaluation is carried out every two years and based on elements (a), (b) and (c).
2.	An evaluation is carried out every two years but does not have all of the elements (a), (b) and (c).

1.	Evaluation is not done every two years.

4.3.1.2.10 The Agency shall perform an annual internal evaluation, based on "Standards for Community Residences", resulting in a written report submitted to the Regional Office of the funding source.

Score	Criteria
4.	Evaluation results used in planning future services.
3.	Evaluation completed annually and report submitted.
2.	Evaluation completed but no report submitted.
1.	Evaluation not completed.

4.3.1.2.11 The Agency shall have an internal monitoring system related to achievement of its goals and objectives.

Score	Criteria
4.	Goals and objectives kept on file, review and completion dates entered and updated as required.
3.	Goals and objectives kept on file with review and completion dates recorded.
2.	Goals and objectives recorded on file.
1.	No goals and objectives kept on file.

4.3.2 Physical Facility

Principle: That the physical facility known as the community residence shall be located, designed and equipped to promote the development, integration, health and safety needs of the residents.

4.3.2.1 Guidelines

4.3.2.1.1 The community residence shall be centrally located to facilitate the use of community resources and to provide reasonable access to services such as: public transportation, shopping and recreation, etc.

4.3.2.1.2 The residents shall be given every opportunity to be involved in the selection of decor and furnishings.

4.3.2.1.3 The community residence shall be designed in such a way that residents have the opportunity for privacy.

4.3.2.2 Standards

4.3.2.2.1 The Agency shall ensure that:

(a) the community residence serving multi-handicapped or dependent handicapped persons has a direct alarm system between the local fire station or alarm centre and the residence; and/or
(b) each staff member and resident knows the location of all fire alarm switches and fire extinguishers and is familiar with their use and is knowledgeable of evacuation procedures.

Score	Criteria
3.	Agency adheres to (a) or (b) where applicable.
2.	Staff are familiar with procedures and locations of fire equipment but residents are not.
1.	Not all staff and residents are familiar with fire procedures.

4.3.2.2.2 A community residence shall not exist within a three block radius of a similar service.

Score	Criteria
3.	No other residential service exists within a three block radius.
2.	Another residential service exists within a three block radius.
1.	Another residential service exists within a one block radius.

4.3.2.2.3 The community residence shall blend in appearance with other homes in the community and will be suitably addressed.

Score	Criteria
3.	Residence blends in appearance with other homes in the community and is suitably addressed.
2.	Residence blends in appearance or is suitably addressed.
1.	Residences is neither suitably addressed nor blends in appearance.

4.3.2.2.4 A community residence shall not accommodate more than eight residents in a self-contained unit.

Score	Criteria
3.	Residence does not contain more than eight residents in a self-contained unit.
2.	Residence accommodating eight or nine residents in a self-contained unit.
1.	Residence accommodating more than nine residents in a self-contained unit.

4.3.2.2.5 The Agency shall ensure that the community residence is provided with:

(a) regular routine maintenance of building interior and contents;
(b) regular routine maintenance of building exterior and land.

Score	Criteria
3.	Agency adheres to (a) and (b).
2.	Agency adheres to either (a) or (b).
1.	Agency does not adhere to either (a) or (b).

4.3.2.2.6 The community residence shall be designed, decorated and furnished in a home-like manner and appropriate to the intended resident population.

Score	Criteria
3.	Community residence is designed, decorated and furnished in a home-like manner and appropriate to the resident population.

2. Community residence is designed, decorated and furnished appropriate to resident population.
1. Community residence is not designed, decorated and furnished appropriately to the resident population.

4.3.2.2.7 The community residence shall have a cleaning routine to be carried out weekly to ensure basic household hygiene.

Score	Criteria
3.	Community residence has a weekly cleaning routine.
2.	Community residence has a cleaning routine but it is not carried out at least weekly.
1.	Community residence does not have a cleaning routine.

4.3.2.2.8 The Agency shall ensure that the residents of the community residence are provided with their own chest of drawers and closet space for personal belongings.

Score	Criteria
3.	Resident has own chest of drawers and closet space.
2.	Resident has own chest of drawers or closet space.
1.	Resident has neither chest of drawers or closet space.

4.3.3 Records and Files

Principle: To maintain accurate and complete records to ensure the community residence is achieving its stated goals and objectives.

4.3.3.1 Guidelines

4.3.3.1.1 The Agency shall inform the resident/legal guardian that the resident's file information is available upon request, and upon the approval of the resident if applicable.

4.3.3.1.2 The Agency should not be the depository for resident personal funds.

Wherever possible the residents should be encouraged to manage their own funds; if this is not possible a public trustee or individual trustee should be used.

4.3.3.1.3 Confidentiality and the rights of residents and staff are respected at all times.

4.3.3.2 Standards

4.3.3.2.1 The Agency shall ensure that appropriate safeguards are utilized to protect community residence and resident's files to minimize the danger of loss, theft, destruction, availability to unauthorized persons and breaches of confidentiality.

(a) all resident records and files are stored in locked cabinets and available only to authorized personnel.
(b) all personnel records and files are stored in locked cabinets and available only to authorized personnel.

Score	Criteria
3.	All personnel records and resident files are kept in a locked cabinet.
2.	All personnel records or resident files are kept in a locked cabinet.
1.	All personnel records and resident records are not kept in a locked cabinet.

4.3.3.2.2 The Agency shall ensure that a personal profile/ information file is maintained for each resident in a community residence and that it contains at least the following:

(a) full name
(b) address of residential placement
(c) date of birth
(d) name, address and telephone number of one or more next of kin/legal guardian
(e) medical history - previous illnesses, allergies, special diet, present physical condition
(f) current medications
(g) doctor's names, addresses, telephone numbers

(h) dentist's name, address, telephone number
(i) Alberta Health Care Number or equivalent
(j) Blue Cross and/or other health insurance numbers and information
(k) optometrist's name, address, telephone number
(l) Social Insurance number
(m) legal status and relevant documentation
(n) other involved agents and/or agencies, names, addresses, telephone numbers
(o) previous residential and vocational placements
(p) present vocational placements
(q) religions preference, if any
(r) personal history
(s) other relevant data as applicable.

Score	Criteria
4.	Personal profile/information file contains all of the above and is updated regularly.
3.	Personal profile/information file contains all of the above.
2.	Personal profile/information file contains only a portion of the above list.
1.	No personal profile/information file is kept.

4.3.3.2.3 The Agency shall ensure that a personnel file for each community residence staff member is maintained and contains at least the following:

(a) personnel information
  i) full name and permanent address
  ii) social insurance number
  iii) next of kin and/or emergency contact
(b) references
(c) qualifications
(d) work experience
(e) job description
(f) orientation program agenda
(g) job performance evaluation
(h) significant medical and/or health information

(i) records of time off for sick leave, vacation, leave without pay, and regular hours worked

(j) oath of confidentiality.

Score	Criteria
4.	Personnel file for each staff member contains all of the above and is updated regularly.
3.	Personnel file for each staff member contains all of the above.
2.	Personnel file for each staff member contains only a portion of the above list.
1.	No personnel file for each staff member is kept.

4.3.3.2.4 The Agency shall ensure that contact notes and statements containing professional judgements are dated and signed by the writer and placed in the resident's personal profile/information file.

Score	Criteria
3.	Contact notes and statements are dated and signed and kept on file.
2.	Contact notes and statements are kept on file but are not dated and/or signed.
1.	No contact notes and statements are kept on file.

4.3.3.2.5 The Agency shall ensure that resident's personal funds, if deposited with the Agency, are recorded and subject to regular audit by an external official.

Score	Criteria
3.	Resident's personal funds are recorded and regularly audited by an external official.
2.	Resident's personal funds are recorded but not regularly audited.
1.	Resident's personal funds are not recorded.

4.3.3.2.6 The Agency shall ensure that a release of information form is signed by a resident or his legal guardian before relevant information is released to other agencies.

Score	Criteria
3.	A release of information form is signed and kept on file.
1.	No release of information form is signed.

4.3.3.2.7 The Agency shall ensure that a summary report is completed and placed on the resident's file within one month after the resident's discharge from a community residence.

Score	Criteria
3.	A summary report is completed and placed on resident's file within one month of discharge.
2.	A summary report is completed and placed on resident's file after one month from discharge.
1.	No summary report is completed after discharge.

4.3.4 Staffing

Principle: That staff shall be competent, qualified and of sufficient number to provide services essential to meet the needs of the resident population through the community residence goals and objectives.

4.3.4.1 Guidelines

4.3.4.1.1 Each staff member in a community residence shall be expected and encouraged to conduct him/herself in an ethical manner, consistent with his/her position.

4.3.4.1.2 Each staff member should be able to describe the purpose and philosophy of the community residence services and can identify the lines of authority and give the names of persons in key positions from front-line staff to the senior staff person.

4.3.4.2 Standards

4.3.4.2.1 Each staff member shall be required to take an oath and/or sign a statement of confidentiality at commencement of employment in community residence services.

Score	Criteria
4.	Staff members sign a statement of confidentiality which is kept in their personnel file.
3.	Staff members sign a statement of confidentiality which is kept in a file.
2.	Staff members take an oath of confidentiality, however no record is kept.
1.	Staff members do not take an oath or sign a statement of confidentiality.

4.3.4.2.2 The Agency shall ensure that each staff member participates in at least twelve hours of formal training each year.

Score	Criteria
4.	Each staff member participates in twelve or more hours of formal training and a record is kept in their personnel file.
3.	Each staff member participates in twelve hours of formal training, but no formal record is kept.
2.	Each staff member participates in six or more hours of formal training.
1.	Each staff member participates in less than six hours of formal training.

4.3.4.2.3 The Agency shall ensure that each permanent, full-time staff member participates in at least one relevant seminar or conference each year.

Score	Criteria
4.	Full time staff members participated in more than one relevant seminar or conference, this being recorded in the individuals personnel file.

3. Full time staff member participated in one relevant seminar or conference, this being recorded in the individuals personnel file.
2. Full time staff member participated in one seminar or conference, no record kept.
1. Full time staff member have not participated in any seminars.

4.3.4.2.4 The Agency shall provide and document an orientation program for all new staff members. This program shall include at least the following:

(a) objections to By-laws of the Agency;
(b) purpose and philosophy of the community residence service;
(c) rules, regulations, guidelines, policies and procedures for the community residence services;
(d) "Guidelines and Standards for Community Residences";
(e) job descriptions for all positions within the relevant community residence; and
(f) a system chart and a staff organizational chart.

Score	Criteria
4.	An orientation program exists containing all of the above data and a record is kept of staff orientation.
3.	An orientation program exists containing all of the above data.
2.	An orientation program exists containing any three items of the above data.
1.	No orientation program exists.

4.3.4.2.5 The Agency shall ensure that each community residential unit has:

(a) a current personnel policy handbook that outlines personnel policies applicable to community residence staff members;
(b) a current procedures manual appropriate to staff, residents and services within the respective community residential unit.

Score	Criteria
3.	Each residential unit has the above information available within the unit.
2.	Each residential unit has one of the above information sources available within the unit.
1.	The above information is not provided for each residential unit.

4.3.4.2.6 The Agency shall ensure that regular staff meetings are held to review procedures, program objectives, policies and mutual concerns. Minutes will be taken, recorded and made available to staff members.

Score	Criteria
4.	Agency ensures regular staff meetings and all staff receive minutes of the meeting.
3.	Agency ensures regular staff meeting and minutes are available for staff members.
2.	Agency ensures regular staff meetings but no minutes taken.
1.	No regular staff meetings are held.

4.3.4.2.7 The Agency shall ensure that each staff member in a community residence receives a formal job performance appraisal at least annually. The results of this appraisal shall be recorded on the staff member's personnel file:

Staff members, in conjunction with supervisor, set their individual goals and objectives which are reviewed in the annual performance appraisal.

Score	Criteria
4.	Each staff member receives a formal job performance appraisal yearly which is recorded along with recommendations on the staff member's personnel file.
3.	Each staff member receives a formal job performance appraisal yearly which is recorded on the staff member's personnel file.

2. Each staff member receives a job performance appraisal yearly but it is not recorded.
1. No job performance appraisals are completed.

4.3.4.2.8 Each staff member in a community residence shall be required to have a working knowledge of the language relevant to the resident population.

Score	Criteria
2.	Each staff member has a working knowledge of the language relevant to the resident population.
1.	Each staff member does not have a working knowledge of the language relevant to the resident population.

4.3.4.2.9 Each staff member must be of the full age of 18 years or work under the direct supervision of an adult staff members.

Score	Criteria
2.	Each staff member is of the full age of 18 years or older; or each staff member who is less than 18 years is under the direct supervision of an adult staff member.
1.	Each staff member who is less than 18 years is not under the direct supervision of an adult staff member.

4.3.4.2.10 The Agency shall ensure that in a community residence:

(a) all residents have access to a staff member on a twenty-four hour basis;
(b) a staff member be present in the residence whenever a resident (adult or child) is in the residence;
(c) based on a six bed facility where each resident attends a day program away from the residence, the minimum in staff coverage is:
  i) Independence Development (I.D.) residence - 103 man hours per week (coverage during awake hours), 56 man hours per week (overnight sleep-in coverage).

ii) Self-Help Development (S.H.D.) residence - 120.5 man hours per week (coverage during awake hours), 56 man hours per week (overnight sleep-in coverage).

iii) Basic Skills Development (B.S.D.) residence - 159.5 man hours per week (coverage during awake hours), 56 man hours per week (overnight sleep-in coverage).

iv) Physical Assistance (P.A.) - 207 man hours per week (coverage during awake hours), 56 man hours per week (overnight awake coverage).

v) Intensive Supervision and Care (I.S.C.) residence - 353 man hours per week (coverage during awake hours), 56 man hours per week (overnight sleep-in coverage).

vi) Community Behavioral (C.B.) residence - 224 man hours per week (coverage during awake hours), 56 man hours per week (overnight awake coverage).

vii) Residential Assessment (R.A.) residence - 141 man hours per week (coverage during awake hours), 56 man hours per week (overnight sleep-in coverage).

viii) Intensive Independence Training (I.I.T.) residence - 141 man hours per week (coverage during awake hours), 56 man hours per week (overnight sleep-in coverage).

Score	Criteria
4.	Staffing of the community residence exceeds the above stipulations.
3.	Staffing of the community residence meets the above stipulations.

2. Staffing of the community residence meets the specified hours of staffing, however does not meet (a) or (b).
1. Staffing of the community residence does not meet the specified hours of staffing.

4.3.4.2.11 The Agency shall ensure that each practicum student and volunteer is assigned to a permanent staff member for training, supervision and performance appraisal.

Score	Criteria
3.	Practicum students and volunteers are assigned to a permanent staff member for training, supervision, and performance appraisal.
2.	Practicum students are assigned to a permanent staff member for training, supervision, and performance appraisal but volunteers are not.
1.	Neither practicum students or volunteers are assigned to a permanent staff member.

4.3.5 Health, Hygiene, Nutrition and Safety

Principle: That the community residence shall be organized and administered to promote the health, hygiene, nutrition, safety and well-being of the residents.

4.3.5.1 Guidelines

4.3.5.1.1 Resident complaints of ill-health are to be treated seriously and with respect and appropriate remedial action should be taken.

4.3.5.2 Standards

4.3.5.2.1 The Agency shall ensure that, in the community residence:

(a) menus are planned at least one week in advance, are documented and maintained on file;
(b) a dietitian or appropriate health authority examines meal menus and advises on dietary standards at least annually;

(c) resident's special diet have the approval and recommendations of their individual physicians; and
(d) residents assist in meal planning.

Score	Criteria
3.	The agency meets all of the above stipulations in meal preparation within community residences.
2.	The agency meets three of the above stipulations in meal preparation within the community residences.
1.	The agency meets less than three of the above stipulations.

4.3.5.2.2 The Agency shall ensure that good personal hygiene and grooming is taught and practised in the community residence.

(a) each resident shall be supplied with his/her personal face cloth, towels, clothes and hygiene supplies;
(b) each resident shall be encouraged to attend to his/her own hygiene and grooming procedures to the extent capable;
(c) staff shall assist each resident with those hygiene and grooming procedures of which the resident is not capable;
(d) hygiene and grooming skills will be monitored and taught as necessary; and
(e) resident clothing is adequate for all seasons and temperatures.

Score	Criteria
3.	The agency meets all of the above stipulations of monitoring resident hygiene.
2.	The agency meets three of the above stipulations in monitoring resident hygiene.
1.	The agency meets less than three of the above stipulations.

4.3.5.2.3 The Agency shall ensure that health and safety is safeguarded in the community residence through the following measures:

(a) a locked cabinet shall be available in each community residence for storage of medications;

(b) prescription medication shall be administered only to the resident for whom it is prescribed and only in the prescribed dosage;
(c) medications shall be stored and distributed in a safe and appropriate manner and in compliance with Federal and Provincial drug regulations, i.e. Unit Dosage System/Bubble Pack;
(d) permanent staff members shall attend a drug administration workshop at least annually;
(e) at least one staff member on duty shall have attended a certified first aid course within the preceding two years, or is otherwise qualified to administer first aid;
(f) emergency procedures and telephone numbers shall be posted in a visible place and shall include:

  i) procedures for fire, accidents and medical problems;
  ii) telephone numbers for fire, police, senior staff and next of kin of residents;
  iii) other procedures and telephone numbers as required; and

(g) each community residence shall be equipped with good quality first aid supplies at all times.

Score	Criteria
3.	The agency meets all of the above stipulations in safe guarding the resident in the community residence.
2.	The agency meets five of the above stipulations in safe guarding the resident in the community residence.
1.	The agency meets less than five of the above stipulations.

4.3.5.2.4 The Agency shall ensure that the general health of residents is safeguarded through the following measures:

(a) recommending to the resident or guardian that the resident undergo medical, dental and optical (if relevant) examinations and medication reviews at least annually; and

(b) incidents of residents ill-health and action taken shall be documented and maintained on the resident's file.

Score	Criteria
3.	The agency meets both of the stipulations in safe guarding the general health of the residents.
2.	The agency meets one of the two stipulations in safe guarding the general health of the residents.
1.	The agency does not meet either of the stipulations.

4.3.6 Resident Development

Principle: That all programs shall have a resident focus, be age-appropriate and be designed for the purpose of increasing the resident's independence.

4.3.6.1 Guidelines

4.3.6.1.1 In the community resident daily routines and interactions should enhance the quality of life for each resident.

4.3.6.1.2 The resident and other relevant persons shall be involved in the development of the Individual Program Plan.

4.3.6.1.3 The enforcement of control and discipline in the community residence shall be age-appropriate and shall not:

(a) include cruel, severe or unnecessary punishments;
(b) include shaking, striking, spanking or any other physical abuse;
(c) include the use of locks on the doors of isolation or "time-out" rooms;
(d) include the use of devices for physical restraint;
(e) deny the resident adequate nutrition;
(f) deny the resident visits with family or friends; and
(g) include remarks that belittle or ridicule the resident.

4.3.6.1.4 Physical intervention in a resident behavior is used only in the following situations:

(a) self-defense - a staff member may use only that degree of force necessary, in the circumstances, to protect him/herself from physical assault or to subdue a violent or physically threatening resident;
(b) defense of third person or property - a staff member may use only that degree of force necessary, in the cirumstances, in the defense of a third person or in defense of Agency or personal property; and
(c) protection of the resident from self-injury - a staff member may use only that degree of force necessary, in the circumstances, to protect the resident from inflicting physical injury on him/herself.

4.3.6.2 Standards

4.3.6.2.1 The Agency shall have written admission and discharge criteria and procedures for community residence programs.

Score	Criteria
4.	The Agency has written admission and discharge criteria and procedures and has a committee in place which functions within this capacity.
3.	The Agency has written admission and discharge criteria and procedures.
2.	The Agency has either written admission criteria or discharge criteria.
1.	The Agency has no admission and discharge criteria and procedures.

4.3.6.2.2 The Agency shall ensure that rules for control and discipline within the community residence are documented and made available to the resident and parent/guardian at the time of admission.

Score	Criteria
3.	The Agency has documented rules for control and discipline which are made available to all at the time of admission.
2.	The Agency has documented rules for control and discipline.
1.	The Agency does not have documented rules for control and discipline.

4.3.6.2.3 The Agency shall ensure that a written agreement outlining Agency and resident/ parent/guardian responsibilities, is signed at the time of admission to the community residence and that:

(a) a copy of the signed agreement shall be placed on the resident's file; and
(b) a copy shall be given to the resident/parent/ guardian.

Score	Criteria
3.	A written agreement is made as outlined and placed on residents file and a copy to guardian.
2.	A written agreement is made and placed on resident's file.
1.	No written agreement is made.

4.3.6.2.4 The Agency shall ensure that a written Individual Program Plan is prepared and implemented for each resident within thirty days of admission to the community residence. The Individual Program Plan shall be:

(a) based on the principles of normalization and the least restrictive alternative;
(b) recognize and provide for the following needs:

   i) physical
   ii) social/emotional
   iii) spiritual
   iv) developmental
   v) adaptive skills
   vi) personal privacy
   vii) leisure time and recreation;

(c) include time - limited short and long term goals and objectives; and
(d) compatible with the long term goals and objectives for resident.

Score	Criteria
4.	A written Individual Program Plan is prepared and implemented within 30 days of admission containing the above and additional program planning.
3.	A written Individual Program Plan is prepared and implemented within 30 days of admission containing all of the above.
2.	A written Individual Program Plan is prepared only containing part of the above.
1.	No written Individual Program Plan is prepared.

4.3.6.2.5 The Agency shall ensure that the Individual Program Plan:

(a) identifies:

- i) activities
- ii) developmental programs
- iii) remedial programs
- iv) role-responsibility for implementation;

(b) is reviewed at least quarterly with updated goals and objectives;
(c) is utilized to prepare a progress report summarizing the resident's achievements at least every six months; and
(d) is comprehensively reviewed and updated at least annually.

Score	Criteria
4.	The Agency ensures all of the above and documentation of the above is kept on the resident's file.
3.	The Agency ensures all of the above in Individual Program Plan development.
2.	The Agency ensures (a), (b) and (c) of the above in Individual Program Plan development.

1.	The Agency ensures two or less of the above in Individual Program Plan development.

4.3.6.2.6 The Agency shall ensure that when a resident is transferred or discharged from a community residence, recommendations for further Individual Program Planning are forwarded to the new placement.

Score	Criteria
3.	The Agency ensures recommendations for further Individual Program Plan are forwarded to the new placement.
1.	Recommendations for further Individual Program Plan are not forwarded to the new placements.

4.3.6.2.7 Each incident of physical intervention in a resident's behavior by a staff member shall be documented and signed by that staff member and immediately brought to the attention of senior staff.

Score	Criteria
4.	Incidents of physical intervention in a resident's behavior by a staff member are documented and signed by that staff member and co-signed by a senior staff person.
3.	Incidents of physical intervention in a resident's behaviour by a staff member are documented and signed by that staff member and immediately brought to the attention of senior staff.
2.	Incidents of physical intervention in a resident's behavior by a staff member are documented.
1.	Incidents of physical intervention in a resident's behavior by a staff member are not documented.

4.3.6.2.8 The Agency shall ensure that a resident who presents a danger to him/herself or others is provided with such immediate supervision and care as is necessary to alleviate the danger. The resident shall, as soon as possible, be removed from the community residence until he/she no longer presents such a danger.

Score	Criteria
3.	The Agency has written procedure for complying with this standard.
1.	The Agency has no written procedure for complying with this standard.

4.3.7 Recreation and Leisure

Principle: To promote the physical and mental well-being of residents by encouraging participation in diversified recreation activities, to integrate developmentally disabled residents into the recreation mainstream of the community, and to utilize community recreation resources to the maximum.

4.3.7.1 Guidelines

4.3.7.1.1 Recreation and leisure programs and activities should be designed and developed to promote:

(a) physical fitness
(b) pleasure
(c) increased physical functioning and skill
(d) community awareness
(e) relevant ethnic/cultural activities
(f) social activity
(g) individual activity; and
(h) moral character.

4.3.7.1.2 The community residence should have a recorded budget for recreational equipment within the residence such as games, pool table, ping pong table, and/or exercise equipment.

The Agency ensures leisure time equipment for residences through raising of funds, volunteers, etc.

4.3.7.1.3 The Agency shall ensure that residents participate in planning for their own vacation.

4.3.7.2 Standards

4.3.7.2.1 The Agency shall ensure that residents of the community residence have the opportunity for varied recreational activities:

(a) informing residents of all known opportunities for recreation;
(b) making available recreation opportunities that are appropriate to the resident's age, physical abilities and interests;
(c) ensuring that each resident has the opportunity to be involved in recreation activities regardless of functioning level or other limiting factors; and
(d) ensuring that resident's choices with regard to type of activity and degree of participation are respected.

Score	Criteria
3.	The Agency ensures all of the above.
2.	The Agency ensures two or more of the above.
1.	The Agency ensures less than two of the above.

4.3.7.2.2 The Agency shall ensure that residents of the community residence:

(a) are assisted in budgeting and managing personal funds for recreation and leisure use; and
(b) have at least two weeks planned vacation per year.

Score	Criteria
3.	The Agency ensures both of the above.
2.	The Agency ensures one of the above.
1.	The Agency does not ensure either of the above.

4.3.8 Support Services

Principle: That the quality of support services, to the people living in a community residence, shall at least equal the quality of such services generally available to all persons.

4.3.8.1 Guidelines

4.3.8.1.1 Active participation by volunteers should be encouraged.

4.3.8.2 Standards

4.3.8.2.1 The Agency shall ensure that the residents of the community residence are made aware of all support services required to identify and meet individual needs and wants. These services may include, but are not limited to:

(a) education
(b) medical
(c) dental
(d) recreation and leisure
(e) nutrition
(f) advocacy, and
(g) finances.

Score	Criteria
4.	The Agency makes the residents aware of all of the above services and more.
3.	The Agency makes the resident aware of all of the above services.
2.	The Agency makes the resident aware of four or more of the above services.
1.	The Agency makes the resident aware of less than four of the above services.

4.3.8.2.2 The Agency shall maintain effective arrangements with other agencies through which services not regularly provided within the residence can be obtained.

Score	Criteria
2.	The Agency maintains arrangements and contact with other Agencies providing additional services.
1.	The Agency does not maintain arrangements and contact with other Agencies providing additional services.

4.4 Evaluation of Adherence to Standards

Score obtained from the evaluation must be a minimum of 90% of the "three" and "four" level scores, ie. when adding the total number of "three" answers and "four" answers this total must be 90% of the possible total (see Appendix 2.1.1 for Scoring Format).

5.0 Monitoring and Evaluation

5.1 The Service Delivery Division shall undertake an annual review of each project to determine adherence to the standards. A copy of the review to be sent to the Residential Services Program.

5.2 The Service Delivery Division shall, on an annual basis, review each funded project in order to make decisions regarding the continuation of funding.

5.3 The Residential Services Program Branch will undertake a formal evaluation of the Community Residence Program on a periodic basis.

5.4 Monthly report forms for use by the Regional and District offices are provided in Appendix 2.1.

CHAPTER 2: OUTREACH WORKERS FOR DISABLED PERSONS

1.0 Scope

1.1 Purpose

This program is intended to increase the self help and independent living skills of mentally handicapped persons through:

a. working directly with a client, or

b. assisting parents, residential or day-program staff in the implementation of individual programming.

1.2 Program Components

1.2.1 Outreach Services for Adults and Children

Assists parents, residential staff, or day-program staff in the implementation of individual programming required to increase the self-help and independent living skills of mentally handicapped individuals.

Services may be provided in residential or day-program settings as approved by the Service Delivery Division.

1.2.2 Seniors Outreach Services

Provides individual and/or group programming to mentally handicapped seniors living within the community and to those being prepared to move into the community.

Programming may be provided in residential settings, community support systems, or senior citizens' activity programs.

1.2.3 Independent Living Services (I.L.S.)

Assists individuals to develop skills and attitudes required to live independently, to maintain themselves in an independent living situation, or to move from supervised residential settings to independent living.

1.3 Eligibility

1.3.1 Outreach Services for Adults and Children

Parents, or staff providing service to mentally handicapped individuals, are eligible for this service if they agree to:

a. participate in developmental programming, and

b. assume responsibility for the implementation of designed programs.

Staff of behavioral residences are not eligible for the services of an Outreach Worker for Adults and Children. These staff must receive assistance from a Behavioral Services Outreach Worker.

1.3.2 Seniors Outreach Services

Mentally handicapped individuals aged 50 or over are eligible for this service.

1.3.3 Independent Living Services

Mentally handicapped adults are eligible for this service if they:

a. are currently living in, or are about to move into, an independent living situation; and

b. have achieved 100% of all starred items on the Independent Living Services Checklist (see Appendix 1.3); and

c. are perceived by the Independent Living Services worker to require no more than 35 hours per month of I.L.S. intervention with a reduction to minimum I.L.S. support within twelve months.

2.0 Authority and Responsibilities

The Social Services Division, through the Residential Services Program, shall establish provincial standards, guidelines and provincially standardized funding models for Outreach Worker Projects. The Service Delivery Division shall be responsible for establishing procedures, approving project proposals, monitoring through quarterly reports and annual audits, and ensuring that provincial standards are met.

The Service Delivery Division may provide funding to non-profit organizations for the employment of qualified workers.

3.0 Program Definition and Procedures

3.1 Administrative Procedures

3.1.1 Funding Requests

Written funding requests must be submitted to the appropriate Service Delivery office in the approved format.

3.1.2 Components of Grant

(a) Outreach Worker salary
(b) fringe benefits
(c) administrative materials and assistance
(d) travel expenses
(e) program material and expenses
(f) staff development

3.1.3 Unexpended Funds

Funds not expended for the purposes for which they were allocated in a budget year shall be deducted from the agency grant in the following budget year.

3.1.4 Client Assessment

In order to determine the client's level of skill development and to design future programs, the Outreach Worker shall complete a formal client assessment at the commencement of service and within every six months thereafter.

3.2 Program Guidelines

3.2.1 General

Outreach Workers shall be involved in activities related to:

(a) assisting primary care givers in the implementation of individual and/or group programs regarding self-help and independent living skills (e.g. assessment, program design, parent/staff training, program follow-up)

or

(b) providing direct programming to handicapped persons (e.g. assessment, program design, implementation of programs).

3.2.2 Outreach Worker for Adults and Children

The Outreach Worker shall be responsible for the following:

(a) providing client assessment or review of current assessments with staff, parents and clients.

(b) assisting parents or staff and client in the setting of goals and objectives for developmental programming.

(c) designing individual programs to attain the agreed upon developmental goals and objectives.

(d) negotiating written agreements between parents or staff and client for the implementation of designed programs.

(e) training parents or staff, where necessary, in the implementation of specific programs.

(f) monitoring to ensure that programs are appropriately implemented.

(g) maintaining files regarding individual program goals, objectives and results.

(h) at the request of the Approved Home Program operator, interviewing potential Approved Home Proprietors to determine their ability to provide individual programming.

(i) ensuring that reports are forwarded to the appropriate Service Delivery Office.

3.2.3 Seniors Outreach Worker

The Outreach Worker shall be responsible

(a) Within the residential setting; to:

    (i) assess or review current assessment in order to identify gaps between achieved skills and skills required by the setting.

    A formalized assessment instrument must be used. Options might include the Progress Assessment Chart, Independent Living Services Checklist, Adaptive Functioning Index;

    (ii) work with clients individually or in groups, to teach basic social skills;

(iii) in conjunction with primary care givers, work with clients individually or in groups, to teach basic life skills such as meal planning, budgeting, food purchasing and preparation, housekeeping activities, personal hygiene, and grooming.

(b) Outside the residential setting; to:

(i) assess the client's knowledge in the use of community resources;

(ii) train the client in the use of community resources and services; e.g. medical services, shopping facilities, transportation and recreation facilities.

(iii) assist the client in developing social skills, use of unprogrammed time and enjoyable leisure-time activities.

(iv) provide assistance to community resources and services, to increase their acceptance of the mentally handicapped or to adapt their programs to the specific needs of the individual.

(c) In all settings, to link the client to appropriate community services.

3.2.4 Independent Living Services

3.2.4.1 Intake

The worker is responsible for screening referrals to the program, assessing clients to determine eligibility, recommending acceptance or rejection of referrals, recommending the timing of admissions to the program, and maintaining referral records and waiting lists.

3.2.4.2 Preplacement

The worker may

(a) be involved in teaching the client the skills required to move from a supervised residential setting to independent living;

(b) initiate contacts with community services to facilitate the client's move to independent living;

(c) provide assistance to the client in locating a place to live and assure that the client has sufficient resources to move into and maintain himself in an independent living situation.

3.2.4.3 Placement

The worker initiates client programs and community contacts to enhance the client's ability to live independently in the community. These activities can be classified into three levels of intensity:

(a) maximum independent living services:

twenty (20) to thirty-five (35) hours per month. Typical programs would include training in basic living skills such as home management and community adjustment.

(b) moderate independent living services:

seven (7) to twenty (20) hours of service per month with less involvement in basic skills and an emphasis on advanced skills such as budgeting and comparison shopping.

(c) minimum independent living services:

the client would be prepared for the complete phasing out of involvement, while sufficient contact is maintained to ensure that he is functioning independently. Some clients will continue to maintain contact with the I.L.S. worker. The worker must ensure that the client is referred to the appropriate community resouces, and must not attempt to duplicate existing services.

3.2.4.4 Duration of Independent Living Services

Clients requiring maximum contact for more than six months should be re-assessed in terms of the need for alternative residential options.

4.0 Standards

4.1 Conceptual Statement

4.1.1 Guidelines

4.1.1.1 All of the residential programs should be based on philosophy of normalization and community integration. In the definition and operation of services it should be clearly indicated that this philosophy is being adhered to. This includes:

1. use of age appropriate activities.
2. use of community-based services.
3. view of services as part of a continuum.
4. committed to client's progress toward less restrictive environment.

4.1.1.2 It is expected that operators will show a positive interpretation of the program manual and attempt to express their creativity within the guidelines. This would include:

1. some indication of an attempt to implement the program in a positive way.
2. ability to identify problem areas and provide constructive feedback to Regional Offices for the purpose of review of program Manuals.

4.1.2 Measurement Scale

Level 4:	Distinctly positive implementation of the program functioning above required standards
Level 3:	Program meets required minimum standards
Level 2:	Some noticeable deficiencies: Program is somewhat below minimum standards but still acceptable subject to improvement
Level 1:	Major deficiencies: Program is at an unacceptable level below minimum standards

4.2 Administration

4.2.1 Staff

4.2.1.1 Staff Qualifications

Staff hired as Outreach Workers should have:

1. minimum of two years of experience working with the developmentally handicapped.

2. and one year rehabilitation services program certificate from a recognized community college.

or

1. minimum of one year of experience.
2. and completion of two year rehabilitation services program diploma.

Score	Criteria
4.	Staff experience and/or education in the rehabilitation field exceeds requirements set out in the Outreach Worker program description.
3.	Staff qualifications meet requirements as stated in Outreach Worker program description.
2.	Up to 25% of staff member's qualifications fall below requirements in either education or experience.
1.	More than 25% of staff members fall below requirements in either education or experience.

4.2.1.2 Job Description

Each staff member should have a written job description which is easily accessible and:

1. specifically outlines duties.
2. specifically outlines areas of authority and limitations.
3. includes all areas of responsibility outlined in the program guidelines.

Score	Criteria
4.	Each staff member has a written job description which specifically outlines duties in keeping with those outlined in the program guidelines (including items 1-3).
3.	Each staff member has a written job description, including all areas outlined in program guidelines.
2.	Up to 25% of staff members do not have a written job description which include all areas outlined in the program guidelines.
1.	More than 25% of the staff do not have written job descriptions which include all areas of responsibility outlined in the program guidelines.

4.2.1.3 Salaries

1. staff salaries are in accord with funding base established for the government funding for Outreach Worker classification.

2. salaries reflect responsibility.

Score	Criteria
3.	Staff salaries fall within range of government funding for Outreach Worker classification.
2.	Up to 25 % of staff salaries do not fall within range of government funding for Outreach Worker classification.
1.	More than 25% of staff salaries do not fall within range of government funding for Outreach Worker classification.

4.2.1.4 Orientation

The project operator should provide a formal orientation period for new staff including:

1. an organization chart clearly outlining lines of authority
2. a copy of the program policy
3. an introduction to the program operator's goals and philosophy
4. an overview of other services offered by the program operator

Score	Criteria
4.	The operator provides a formal orientation for new staff including all of above items 1 to 4.
3.	The operator provides a formal orientation for new staff including items 1 to 3.
2.	The operator provides a formal or informal orientation for new staff but does not necessarily include above items 1 to 3.
1.	The operator provides no specific orientation for new staff.

4.2.1.5 Performance Appraisal

The project operator should provide:

1. clearly established performance appraisal procedures

2. formal performance appraisal annually with semi-annual review
3. on-going feedback to staff
4. an opportunity for staff to set goals for improvement

Score	Criteria
4.	Staff are actively involved in a joint evaluation procedure at regularly scheduled intervals which allows them an opportunity to set goals for advancement (including items 1 to 4).
3.	Operator provides staff performance appraisal annually with semi-annual review (including items 1 to 3).
2.	Operator provides staff performance appraisal but they are not regularly scheduled (includes at least item 1).
1.	No provision for staff performance appraisal.

4.2.1.6 Supervision/Support

The program operator is responsible to provide adequate supervision to the Outreach Workers. Provisions for supervision and support should include the following:

1. clear indication of supervision and support available to the Outreach Workers; which would include program direction and support/ assistance in problem solving
2. supervision/support provided at regularly scheduled intervals
3. as well as being available on an ongoing basis (i.e. for crisis intervention assistance)

Score	Criteria
4.	All Outreach Workers meet with a specifically appointed supervisor on a weekly basis with additional access to supervision and support, as required.
3.	All Outreach Workers meet with a specifically appointed supervisor on a minimum bi-weekly basis, with additional access to supervision and support as required.
2.	Outreach Workers have access to an assigned supervisor, but supervision is offered on a sporadic basis.
1.	Outreach Workers do not have access to a specifically assigned supervisor.

4.2.1.7 Resources Available

The project operator is responsible to provide the following necessary materials and supplies to the Outreach Workers:

1. office space, desk, chair
2. telephone usage and cost
3. clerical supplies
4. duplicating, xeroxing
5. clerical support
6. mileage allowance
7. program and assessment material available through District Offices.

In addition, it would be useful if the operator could provide an up to date resource list of:

8. key generic services and contact people
9. updated Social Assistance rates
10. other relevant information eg. Dependent Adults Act, AISH
11. access to recent program material, research, etc. through agency or government library

Score	Criteria
4.	Outreach Workers have access to all of the above resources (1-11).
3.	Outreach Workers have access to material and supplies (1-7).
2.	Outreach Workers have access to materials and supplies listed (1-6).
1.	Outreach Workers do not have adequate access to necessary materials and supplies (1-6).

4.2.1.8 Staff Development

The Outreach Worker funding model provides money specifically indicated for staff development. The operator should ensure that:

1. funds for staff development are being appropriately deployed (per Outreach Worker)
2. each Outreach Worker has access to a minimum of two staff development sessions per year
3. those staff development sessions offered for Outreach Workers by District Offices are supported (attended).
4. Outreach Workers are allowed to take advantage of workshops offered by other community agencies (eg. university, college, hospital, A.A.M.R., etc.)

5. Operator provides staff development sessions for Outreach Workers

Score	Criteria
4.	All of the above five items.
3.	Items 1 to 3.
2.	Items 1 and 2.
1.	Less than items 1 and 2.

4.2.2 Clients

4.2.2.1 Eligibility

Clients being served by Outreach Workers fit eligibility criteria outlined by the program manual.

Score	Criteria
4.	All clients meet all eligibility criteria.
3.	At least 90% of clients meet eligibility criteria.
2.	At least 80% of clients being served by the project meet eligibility criteria.
1.	Less than 80% of clients meet eligibility requirements.

4.2.3 Administrative Support

4.2.3.1 Inner-Agency

Clear lines of communication are necessary to ensure continued program stability, and avoid duplication of effort. There should be a flow of communication between:

1. Outreach Workers - approved home proprietors, group home, family
2. approved home coordinator - Outreach Worker
3. approved home or I.L.S. unit - agency administration
4. approved home, I.L.S. unit - other service units within the agency (eg. vocational, group homes, etc.)

Score	Criteria
4.	The operator has clearly established appropriate means for the sharing of information and all of above communication channels appear to be open.

3.	There is no established means for the sharing of information, but all of above communication patterns are obviously adequate.
2.	At least one of the above communication lines is blocked or breaking down.
1.	More than one of the above communication lines is blocked or breaking down.

4.2.3.2 Agency/Regional Office Communication

In order to ensure correct interpretation of the program manual, there should be adequate communication between the operator and the Regional or District Office of Social Services and Community Health.

1. the operator and/or Outreach Workers refer to District Office for any clarification or interpretation of program manual.
2. operator notifies Regional Office of any major program changes or differing interpretations of manual.
3. information sharing occurs on a regular basis (minimum monthly contact)

Score	Criteria
4.	All three steps occur.
3.	Steps 1 and 2 occur.
2.	Only step 1 occurs.
1.	No initiative taken to communicate with Regional or District Office.

4.3 Program Delivery

4.3.1 Program

4.3.1.1 Referrals

1. operator uses a referral form
2. all referral forms are complete and parents or interested others are informed (when appropriate) before placement procedures begin
3. referrals are screened by Outreach Worker before they are accepted on the waiting list.
4. written response to referring body indicating acceptance or outlining reasons for rejection.
5. referrals are from a variety of sources reflect community needs.

Score	Criteria
4.	Items 1 to 5 are in place.
3.	Items 1 to 4 are in place.
2.	Referrals are complete. (At least items 1 and 2.)
1.	Referrals are not complete before placement procedures begin. (Less than item 2 in place.)

4.3.1.2 Waiting List

Referrals should be accepted for clients who meet eligibility requirements regardless of space available. A waiting list should be maintained in order to indicate numbers of clients waiting for the service, and to allow workers flexibility in guaranteeing an appropriate placement match.

1. a waiting list is kept for Outreach Worker services
2. referral date is noted
3. waiting list is reviewed and updated quarterly.

Score	Criteria
4.	Items 1 to 3 are in place.
3.	Items 1 and 2 are in place.
2.	Item 1 is in place.
1.	None of the above items is in place.

4.3.1.3 Assessment

1. assessments are completed on each client at regular intervals (minimum 6 months intervals).
2. an approved assessment tool is used.
3. staff carrying out the assessment have been trained to use the assessment tool.
4. each client is assessed 1 month after placement and immediately prior to termination.

Score	Criteria
4.	All of above items 1 to 4 are being met.
3.	Items 1 to 3 are being met.
2.	Assessments are being carried out, but one of items 1 to 3 is missing.
1.	Assessments are not being done on a regular basis.

4.3.1.4 Training Agreements/Programs

It is the Outreach Worker's responsibility to ensure the following:

1. each client should have his/her own individualized training program.
2. training agreements are reviewed/renewed every 3 to 6 months.
3. all parties involved with program are in agreement, eg. client, proprietor, Outreach Worker.
4. the program outlines specific goals.
5. the program outlines specific methods of training.
6. the program takes into consideration client's needs based on the assessment.
7. client takes part in program planning, i.e. program reflects at least some of client's personal priorities.

Score	Criteria
4.	All of above items are being met.
3.	Items 1 to 6 are being met.
2.	Items 1 to 3 are being met.
1.	Items 1 and/or 2 are not being met.

4.3.1.5 Case Notes

1. a file is kept on each client.
2. case notes are complete - up to date.
3. each entry is dated.
4. notes are signed off by the Outreach Worker.

Score	Criteria
4.	Files reflect a good system of maintaining case notes including items 1 to 4 above.
3.	Items 1 and 2 in place.
2.	Item 1 only is in place.
1.	Not all clients have a file.

4.3.1.6 Confidentiality

1. Project operator has a written policy regarding confidentiality of client information.
2. Project operator obtains a signed release of confidential information from the client before information is transferred to other departments or agencies.
3. Workers are aware of the operator's policy regarding confidentiality.

4. Confidentiality is addressed by the operator in the worker's orientation session.

Score	Criteria
4.	Items 1 to 4 are in place.
3.	Items 1 to 3 are in place.
2.	Items 1 and/or 2 are in place.
1.	None of the above items are in place.

4.3.1.7 Termination

When Outreach Workers terminate a client from the Approved Home program, termination procedures should be documented and include the following:

1. indication of attempt(s) made by the Outreach Worker to solve the problem with the client/proprietor before deciding on termination.
2. one month notification given to the client and proprietor.
3. specific reasons for termination documented.
4. Outreach Worker reviews appeal/grievance procedures with the client.
5. responsibility shown by Outreach Worker or project operator in making appropriate referrals for an alternate placement at time of termination.

Score	Criteria
4.	All of above procedures 1 to 5 carried out in termination process.
3.	Procedures 1 to 4 carried out.
2.	Procedures 1 and 2 carried out.
1.	Less than procedures 1 and 2 carried out.

4.3.2 Client

4.3.2.1 Use of External Resources

In order to maximize community integration Outreach Workers should:

1. assist their clients in using community resources other than those offered by the operator, eg. Mental Health, Self-Help, Y.W.C.A., Parks and Recreation, Library, Theatre.
2. make use of existing community resources rather than duplicate services.

Score	Criteria
4.	All clients are making use of community resources (items 1 and 2). The operator does not attempt to duplicate existing community resources.
3.	All clients make use of at least three community resources, item 1.
2.	75% of clients make use of community resources.
1.	Less than 75% of clients use community resources.

4.3.2.2 Follow-up Service

The Outreach Worker should provide consistent individual follow-up service to the client including:

1. regularly scheduled home visits.
2. visits on request, if appropriate, between scheduled contacts.
3. information to the client how to contact the Outreach Worker.
4. contact with other programs as they relate to the client's residential program (e.g. vocational conferences, etc.).
5. information as to crisis procedures for those hours during which Outreach Worker is off duty.

Score	Criteria
4.	All clients receive follow-up service that includes items 1 to 6.
3.	All clients receive regularly scheduled visits.
2.	At least 50% of clients receive regularly scheduled visits. The other 50% receive sporadic follow-up.
1.	More than 50% of clients receive only sporadic follow-up.

4.4 Evaluation of Adherence to Standards

Agencies must be rated at a level 3 or 4 for a minimum of 90% of the standards (see Appendix 2.2.1 for Scoring Format).

5.0 Monitoring and Evaluation

5.1 The Service Delivery Division shall undertake an annual review of each project to determine adherence to the standards. A copy of this review to be sent to the Residential Services Program.

5.2 The Service Delivery Division shall, on an annual basis, review each funded project in order to make decisions regarding continuation of funding.

The Service Delivery Division will ensure that a summary of the Outreach Worker Quarterly Reports (see Appendix 2.2.2) for each agency is received and a copy sent to the Residential Services Program Branch quarterly.

5.3 The Residential Services Program Branch will undertake a formal evaluation of the Outreach Workers Program on a periodic basis.

CHAPTER 3: APPROVED HOMES FOR MENTALLY HANDICAPPED PERSONS

1.0 Scope

1.1 Purpose

This program is intended to provide small, supervised, private-home-based living options and life skills training to adults who require these services in addition to room and board.

The goal of the program is to assist the client to develop sufficient independence to live in a less restrictive residential setting; e.g., room and board, semi-independent apartments.

1.2 Definitions

(a) Approved Home

A self-contained residence approved under this program, within which room and board, supervision and training are provided to developmentally handicapped adults.

(b) Project Operator

An organization receiving formal approval and funding from the Service Delivery Division for the operation of Approved Homes for Mentally Handicapped Persons.

(c) Notification of Home Approval

A certificate issued to the proprietor by the Project Operator indicating that the Approved Home requirements have been met, and stating the number of clients for which approval is granted.

(d) Proprietor

An adult who maintains his/her own residence for the purpose of providing room and board, supervision and training to mentally handicapped adults pursuant to this program.

(e) Training Agreement

A written understanding between a proprietor and client, negotiated and monitored by the Outreach Worker, outlining goals, objectives and techniques to assist in the client's acquisition of living skills.

(f) Approved Home Coordinator

An employee of the Project Operator who is responsible for ensuring that all daily client/proprietor-related functions are carried out according to the existing guidelines and standards.

(g) Outreach Worker

A qualified worker employed by the project operator to provide, within a wide range of residential settings, client assessment, program design and program follow-up, as well as staff training in the implementation of designed programs.

1.3 Eligibility

Clients must meet the following criteria:

(a) behavioral, medical or psychiatric problems must be controlled.

(b) must have communication skills (verbal or signing).

(c) must possess basic grooming skills, be able to dress and perform toileting activities independently.

(d) must be able to self-administer medications.

(e) must not require constant supervision.

(f) must be at least 18 years old. In exceptional circumstances persons no younger than 16 years of age may be placed with the prior approval of the Service Delivery Division.

(g) must be able to use the available community resources; e.g., recreation, medical, commercial.

(h) must be in a day program, in the process of being admitted to one, or employed. If an individual is over the age of 50 this requirement may be waived.

(i) must be willing to enter into a training agreement with the proprietor.

2.0 Authority and Responsibilities

The Social Services Division, through the Residential Services Program, shall establish provincial standards, guidelines and provincially standardized funding models for this program. The Service Delivery Division shall be responsible for establishing procedures, approving project proposals, monitoring through semi-annual reports and annual audits, and ensuring that provincial standards are met.

The Regional office may provide funding to non-profit organizations for the operation of a project under Approved Homes for Mentally Handicapped Persons.

3.0 Program Definition and Procedures

3.1 Adminstrative Procedures

3.1.1 Funding Requests

Written funding requests must be submitted to the appropriate Service Delivery office in the approved format.

3.1.2 Components of Grants

(a) Approved Home Coordination

- (i) salary
- (ii) fringe benefits
- (iii) travel
- (iv) administrative materials and assistance
- (v) program materials and expenses
- (vi) staff development

(b) Proprietor Orientation and Ongoing Training

(c) Payments to Approved Home Proprietors for Supervision and Training

3.1.3 Approved Home Coordination Funding

Funds for Approved Home Coordination shall be allocated at one-half the full amount for projects with 5 to 25 spaces, the full amount for projects with 26 to 45 spaces, and an additionalhalf-allocation for each additional 20 spaces.

3.1.4 Client Vacancies

A proprietor may be paid for supervision and training during the time an approved client occupying a funded space is absent from the home providing that:

(a) the absence of the client does not exceed 18 days in any funding quarter; or

(b) the client is not occupying another residential space or utilizing another residential service funded by the Department; or

(c) the client has not moved to another residential placement.

Proprietors shall not otherwise be paid for supervision and training during client vacancies.

3.1.5 Proprietor Absences

The proprietor is required to provide a substitute for any period of absence. The substitute must receive prior approval of the Project Operator.

3.1.6 Unexpended Funds

Funds not expended for the purposes for which they were allocated in a budget year shall be deducted from the agency grant in the following budget year.

3.2 Program Guidelines

3.2.1 Recruitment

(a) It is the responsibility of the Project Operator to ensure that homes are recruited.

(b) Application for Home Approval

The proprietor must complete and submit a provincially standardized application form to the Operator (Appendix 2.3.3).

(c) Proprietor Qualifications

The proprietor must:

(i) possess the ability to respond to the needs of the client;

(ii) be willing to learn the required helping skills;

(iii) successfully complete the orientation program and participate in the on-going training program;

(iv) live in the home;

(v) accept direction from the Operator;

(vi) be 18 years of age or over; and

(vii) own or rent his/her home independent of the Operator

No direct employees of an Operator shall act as Approved Home Proprietors for that agency.

3.2.2 Approval Process

3.2.2.1 Initial Home Study

It is the Project Operator's responsibility to ensure that the provincially standardized home study is completed (Appendix 2.3.4). If all requirements as set out in the home study document are met, the proprietor may commence the orientation program.

3.2.2.2 Trial Period

A trial period of up to six months' duration may be granted by the Operator. This trial period begins when the first client is placed in the home.

3.2.2.3 Approval

(a) the proprietor must meet all requirements for approval as set out in the Home Study, and must have successfully completed the trial period.

(b) upon final approval, a Notification of Home Approval (Appendix 2.3.5) shall be issued to the proprietor by the Project Operator.

(c) the Operator shall reapprove the home annually if:

  (i) the annual written review as completed by the Operator indicates that all standards and guidelines of the Approved Home Program have been met, and

  (ii) a written recommendation for reapproval indicates that the proprietor has demonstrated training competency to the satisfaction of the Outreach Worker.

3.2.2.4 Termination of Approved Home Status

Approved Home status may be terminated at any time without cause or reason, by either party, on thirty days' written notice. The Operator may terminate the approved home status of the proprietor immediately for non-compliance with program standards.

3.2.2.5 The home may be approved for one, two or three clients.

3.2.3 Client Placement Process

3.2.3.1 Screening Assessment

The Project Operator is responsible for the completion of screening assessments. This assessment should be made in writing, commenting on the suitability of the client based on the program entry criteria and the client's program needs. Based on the screening assessment, the Operator will determine the acceptability of the client for this Program.

3.2.3.2 Preplacement

The Operator will determine the most appropriate placement for the client. Preplacement visits will be arranged as designated by the Operator.

3.2.3.3 Trial Placement

There shall be at least a one-month trial period for the approved home client. It is recommended that a one-month leave of absence be negotiated with the prior residential setting.

3.2.3.4 Training Agreements

A training agreement delineating the individual training is mandatory in all homes. It is the Operator's responsibility to ensure that these agreements are developed or reviewed at least every six months.

3.2.4 Program Liaison and Support Services

It is the responsibility of the Operator to ensure ongoing contact with the client, proprietor, and outside community resources for the purposes of maintaining program quality and continuity and of providing on-going assessment.

The Operator must ensure the services of an Outreach Worker for all clients in Approved Homes.

3.2.5 Evaluation

3.2.5.1 Proprietor (home)

Evaluation of the proprietor and home includes:

(a) The annual written review according to the Home Study, and

(b) A written recommendation from the Outreach Worker.

3.2.5.2 Client

Client progress shall be evaluated using an assessment instrument which is approved in the funding request.

4.0 Standards

4.1 Conceptual Statement

4.1.1 Guidelines

4.1.1.1 All of the residential programs should be based on a philosophy of normalization and community integration. In the definition and operation of services it should be clearly indicated that this philosophy is being adhered to. This includes:

1. use of age appropriate activities.
2. use of community-based services.
3. view of services as part of a continuum.
4. committed to client's progress toward less restrictive envioronment.

4.1.1.2 It is expected that operators will show a positive interpretation of the program manual and attempt to express their creativity within the guidelines. This would include:

1. some indication of an attempt to implement the program in a positive way.
2. ability to identify problem areas and provide constructive feedback to Regional Offices for the purpose of review of program manuals.

4.1.2 Measurement Scale

Level 4: Distinctly positive implementation of the program: program functioning above required standards

Level 3: Program meets required minimum standards

Level 2: Some noticeable deficiencies: program is somewhat below minimum standards but still acceptable subject to improvement

Level 1: Major deficiencies: program is at an unacceptable level below minimum standards

4.2 Administration

4.2.1 Staff

4.2.1.1 Staff Qualifications

Staff hired as Outreach Workers should have:

1. minimum of two years of experience working with the developmentally handicapped.

2. and one year rehabilitation services program certificate from a recognized community college.

or

1. minimum of one year of experience.
2. and completion of two year rehabilitation services program diploma.

Score	Criteria
4.	Staff experience and/or education in the rehabilitation field exceeds requirements set out in the Outreach Worker program description.
3.	Staff qualifications meet requirements as stated in Outreach Worker program description.
2.	Up to 25% of staff member's qualifications fall below requirements in either education or experience.
1.	More than 25% of staff members fall below requirements in either education or experience.

4.2.1.2 Job Description

Each staff member should have a written job description which is easily accessible and:

1. specifically outlines duties.
2. specifically outlines areas of authority and limitations.
3. includes all areas of responsibility outlined in the policy guidelines.

Score	Criteria
4.	Each staff member has a written job description which specifically outlines duties in keeping with those outlined in the program guidelines (including items 1-3).
3.	Each staff member has a written job description, including all areas outlined in the program guidelines.
2.	Up to 25% of staff members do not have a written job description which include all areas outlined in the program guidelines.
1.	More than 25% of the staff do not have written job descriptions which include all areas of responsibility outlined in the program guidelines.

4.2.1.3 Salaries

1. staff salaries are in accord with funding base established for the government funding for Outreach Worker classification.

2. salaries reflect responsibility.

Score	Criteria
3.	Staff salaries fall within range of government funding for Outreach Worker classification.
2.	Up to 25 % of staff salaries do not fall within range of government funding for Outreach Worker classification.
1.	More than 25% of staff salaries do not fall within range of government funding for Outreach Worker classification.

4.2.1.4 Orientation

The project operator should provide a formal orientation period for new staff including:

1. an organization chart clearly outlining lines of authority
2. a copy of the program policy
3. an introduction to the program operator's goals and philosophy
4. an overview of other services offered by the program operator

Score	Criteria
4.	The operator provides a formal orientation for new staff including all of above items 1 to 4.
3.	The operator provides a formal orientation for new staff including items 1 to 3.
2.	The operator provides a formal or informal orientation for new staff but does not necessarily include above items 1 to 3.
1.	The operator provides no specific orientation for new staff.

4.2.1.5 Performance Appraisal

The project operator should provide:

1. clearly established performance appraisal procedures
2. formal performance appraisal annually with semi-annual review

3. on-going feedback to staff
4. an opportunity for staff to set goals for improvement

Score	Criteria
4.	Staff are actively involved in a joint evaluation procedure at regularly scheduled intervals which allows them an opportunity to set goals for advancement (including items 1 to 4).
3.	Operator provides staff performance appraisal annually with semi-annual review (including items 1 to 3).
2.	Operator provides staff performance appraisal but they are not regularly scheduled (includes at least item 1).
1.	No provision for staff performance appraisal.

4.2.1.6 Supervision/Support

The program operator is responsible to provide adequate supervision to the Outreach Workers. Provisions for supervision and support should include the following:

1. clear indication of supervision and support available to the Outreach Workers; which would include program direction and support/ assistance in problem solving
2. supervision/support provided at regularly scheduled intervals
3. as well as being available on an ongoing basis (i.e. for crisis intervention assistance)

Score	Criteria
4.	All Outreach Workers meet with a specifically appointed supervisor on a weekly basis with additional access to supervision and support, as required.
3.	All Outreach Workers meet with a specifically appointed supervisor on a minimum bi-weekly basis, with additional access to supervision and support as required.
2.	Outreach Workers have access to an assigned supervisor, but supervision is offered on a sporadic basis.
1.	Outreach Workers do not have access to a specifically assigned supervisor.

4.2.1.7 Resources Available

The project operator is responsible to provide the following necessary materials and supplies to the Outreach Workers:

1. office space, desk, chair
2. telephone usage and cost
3. clerical supplies
4. duplicating, xeroxing
5. clerical support
6. mileage allowance
7. program and assessment material available through District Offices.

In addition, it would be useful if the operator could provide an up to date resource list of:

8. key generic services and contact people
9. updated Social Assistance rates
10. other relevant information eg. Dependent Adults Act, AISH
11. access to recent program material, research, etc. through agency or government library

Score	Criteria
4.	Outreach Workers have access to all of the above resources (1-11).
3.	Outreach Workers have access to material and supplies (1-7).
2.	Outreach Workers have access to materials and supplies listed (1-6).
1.	Outreach Workers do not have adequate access to necessary materials and supplies (1-6).

4.2.1.8 Staff Development

The Outreach Worker funding model provides money specifically indicated for Staff Development. The operator should ensure that:

1. funds for staff development are being appropriately deployed (per Outreach Worker)
2. each Outreach Worker has access to a minimum of two staff development sessions per year
3. those staff development sessions offered for Outreach Workers by District Offices are supported (attended).
4. Outreach Workers are allowed to take advantage of workshops offered by other community agencies (eg. university, college, hospital, A.A.M.R., etc.)

5. Operator provides staff development sessions for Outreach Workers

Score	Criteria
4.	All of the above five items.
3.	Items 1 to 3.
2.	Items 1 and 2.
1.	Less than items 1 and 2.

4.2.2 Clients

4.2.2.1 Eligibility

Clients being served by Outreach Workers fit eligibility criteria outlined by the program manual.

Score	Criteria
4.	All clients meet all eligibility criteria.
3.	At least 90% of clients meet eligibility criteria.
2.	At least 80% of clients being served by the project meet eligibility criteria.
1.	Less than 80% of clients meet eligibility requirements.

4.2.3 Administrative Support

4.2.3.1 Inner-Agency

Clear lines of communication are necessary to ensure continued program stability, and avoid duplication of effort. There should be a flow of communication between:

1. Outreach Workers - approved home proprietors, group home, family
2. Approved Home Coordinator - Outreach Worker
3. approved home or I.L.S. unit - agency administration
4. approved home, I.L.S. unit - other service units within the agency (eg. vocational, group homes, etc.)

Score	Criteria
4.	The operator has clearly established appropriate means for the sharing of information and all of above communication channels appear to be open.

3.	There is no established means for the sharing of information, but all of above communication patterns are obviously adequate.
2.	At least one of the above communication lines is blocked or breaking down.
1.	More than one of the above communication lines is blocked or breaking down.

4.2.3.2 Agency/Regional Office Communication

In order to ensure correct interpretation of the program manual, there should be adequate communication between the operator and the Regional or District Office of Social Services and Community Health.

1. the operator and/or Outreach Workers refer to District Office for any clarification or interpretation of program manual.
2. operator notifies Regional Office of any major program changes or differing interpretations of manual.
3. information sharing occurs on a regular basis (minimum monthly contact)

Score	Criteria
4.	All three steps occur.
3.	Steps 1 and 2 occur.
2.	Only step 1 occurs.
1.	No initiative taken to communicate with Regional or District Office.

4.2.4 Approved Homes Specific

4.2.4.1 Standards

1. Physical (see Appendix 2.3.4: Home Study, Section II)

Score	Criteria
4.	Minimum requirements are being met plus additional decor or conveniences made available to clients.
3.	All minimum requirements being met.
2.	One to two requirements not being met.
1.	More than two requirements not being met.

2. Home Environment (see Appendix 2.3.4: Home Study, Section I, #1-3)

Score	Criteria
3.	All minimum requirements being met.
2.	Weakness noticed in one area.
1.	Weakness noticed in more than one area.

4.2.4.2 Proprietor Qualifications

Score	Criteria
4.	Some proprietor's qualifications go beyond minimum requirements, e.g. rehabilitation experience or education.
3.	All minimum requirements met as stated.
2.	At least one requirement not being met.
1.	Two or more requirements not being met.

4.2.4.3 Proprietor Orientation

Approval is contingent on the proprietor successfully completing the orientation program.

Score	Criteria
4.	All orientation modules complete before first client placement; outside resources drawn on in providing orientation.
3.	All orientation modules complete within first 6 months; units I, II, VI complete before first client placement.
2.	At least half of required orientation complete within 6 months. Units I, II and VI complete before first client placement.
1.	Less than half of the modules complete within first 6 months and/or units I, II, VI not complete before first client placement.

4.2.4.4 On-Going Training

The project operator is responsible for providing ongoing training to the proprietors (at least 2 formal sessions, preferably 6).

1. operator provides a minimum of 2 (preferably 6) training sessions each year.
2. training sessions are relevant to proprietors' needs.

3. a variety of community resources, professionals are drawn on in the provision of training sessions.
4. proprietor attendance is documented.

Score	Criteria
4.	Items 1 to 4 in place.
3.	Items 1 and 2 in place.
2.	Item 1 only in place
1.	Operator provides less than 2 training sessions each year.

4.2.4.5 Appeal and Grievance

A grievance/appeal procedure shall be established in writing by the project operator before program approval is given by the Branch. Proprietors must be notified in writing of this procedure at the time of home approval.

Score	Criteria
3.	Formal appeal and grievance procedure established by operator and proprietors have written notification of this procedure.
2.	Formal appeal and grievance procedure established by operator; proprietors get a verbal orientation to the procedure.
1.	Appeal and grievance procedures exist but proprietors are not aware of it and/or no formal appeal and grievance procedure exists.

4.2.4.6 Statistics

Statistical reports indicating client caseload, moves and referrals should be forwarded to the District Office on a semi-annual basis. Statistical reports should be:

1. sent in on time (within 7 days of semi-annual due date)
2. complete
3. accurate

Score	Criteria
3.	Statistical reports are always forwarded on time and are complete and accurate (Items 1 to 3).

2.	Statistical reports are forwarded but not on time (Items 2 and 3).
1.	None of above.

4.2.4.7 Training Funds

The project operator is required to provide training funds to the proprietor monthly as allotted by the Regional Office.

1. proprietor is aware of training funds allotted
2. operator provides same accordingly
3. training funds are provided monthly (on time)

Score	Criteria
4.	Items 1 to 3 in place.
3.	Items 2 and 3 in place.
2.	Item 2 in place.
1.	None of the above.

4.3 Program Delivery

4.3.1 Program

4.3.1.1 Referrals

1. operator uses a referral form
2. all referral forms are complete and parents or interested others are informed (when appropriate) before placement procedures begin
3. referrals are screened by Outreach Worker before they are accepted on the waiting list.
4. written response to referring body indicating acceptance or outlining reasons for rejection.
5. referrals are from a variety of sources reflect community needs.

Score	Criteria
4.	Items 1 to 5 are in place.
3.	Items 1 to 4 are in place.
2.	Referrals are complete. (At least items 1 and 2.)
1.	Referrals are not complete before placement procedures begin. (Less than Item 2 in place.)

4.3.1.2 Waiting List

Referrals should be accepted for clients who meet eligibility requirements regardless of space available. A waiting list should be maintained in order to indicate numbers of clients waiting for the service, and to allow workers flexibility in guaranteeing an appropriate placement match.

1. a waiting list is kept for Approved Home program
2. referral date is noted
3. waiting list is reviewed and updated quarterly.

Score	Criteria
4.	Items 1 to 3 are in place.
3.	Items 1 and 2 are in place.
2.	Item 1 only is in place.
1.	None of the above items are in place.

4.3.1.3 Placement

Each individual placement should follow these procedures.

1. pre-placement visits are arranged by the outreach worker in order to allow client and proprietor to meet in the proprietor's home.
2. the client and proprietor are allowed several days after the pre-placement visits to decide whether or not a trial placement should proceed.
3. all parties are in agreement with the placement, i.e. client, proprietor, worker, operator, parent/ interested other.
4. a minimum one month trial period is ensured, during which time any party may opt out of placement - clients are assured an opportunity to return to their previous living arrangement should the trial period prove unsuccessful.
5. A.H. Worker explains grievance/appeal procedures to the client.
6. pre-placement conference to set expectations for all parties involved.

Score	Criteria
4.	All placement procedures (items 1 to 6) are being carried out.
3.	Placement procedures (at least items 1 to 4) are being carried out.
2.	Placement procedures 1 to 3.
1.	Placement procedures do not include items 1 to 3.

4.3.1.4 Assessment

1. assessments are completed on each client at regular intervals (minimum 6 months intervals).

2. an approved assessment tool is used.
3. staff carrying out the assessment have been trained to use the assessment tool.
4. each client is assessed 1 month after placement and immediately prior to termination.

Score	Criteria
4.	All of above items 1 to 4 are being met.
3.	Items 1 to 3 are being met.
2.	Assessments are being carried out, but one of items 1 to 3 is missing.
1.	Assessments are not being done on a regular basis.

4.3.1.5 Training Agreements/Programs

It is the Outreach Worker's responsibility to ensure the following:

1. each client should have his/her own individualized training program.
2. training agreements are reviewed/renewed every 3-6 months.
3. all parties involved with program are in agreement, eg. client, proprietor, Outreach Worker.
4. the program outlines specific goals.
5. the program outlines specific methods of training.
6. the program takes into consideration client's needs based on the assessment.
7. client takes part in program planning, i.e. program reflects at least some of client's personal priorities.

Score	Criteria
4.	All of above items are being met.
3.	Items 1 to 6 are being met.
2.	Items 1 to 3 are being met.
1.	Items 1 and/or 2 are not being met.

4.3.1.6 Case Notes (Client)

1. a file is kept on each client.
2. case notes are complete - up to date.
3. each entry is dated.
4. notes are signed off by the Outreach Worker.

Score	Criteria
4.	Files reflect a good system of maintaining case notes including items (1-4) above.
3.	Items (1 and 2).
2.	Item 1.
1.	Not all clients have a file.

4.3.1.7 Case Notes (Proprietor)

1. a file is kept on each proprietor.
2. case notes are complete - up to date.
3. each entry is dated.
4. notes are signed off by the Outreach Worker.

Score	Criteria
4.	Files reflect a good system of maintaining case notes including items 1 to 4 above.
3.	Items 1 and 2 in place.
2.	Item 1 only is in place.
1.	Not all proprietors have a file.

4.3.1.8 Confidentiality

1. Project operator has a written policy regarding confidentiality of client information.
2. Project operator obtains a signed release of confidential information from the client before information is transferred to other departments or agencies.
3. Workers are aware of the operator's policy regarding confidentiality.
4. Confidentiality is addressed by the operator in the proprietor's orientation session.

Score	Criteria
4.	Items 1 to 4 are in place.
3.	Items 1 to 3 are in place.
2.	Items 1 and/or 2 are in place.
1.	None of the above items is in place.

4.3.1.9 Termination (Clients)

When Outreach Workers terminate a client from the program, termination procedures should be documented and include the following:

1. indication of attempt(s) made by the Outreach Worker to solve the problem with the client/proprietor before deciding on termination.

2. one month notification given to the client and proprietor.
3. specific reasons for termination documented.
4. Outreach Worker reviews appeal/grievance procedures with the client.
5. responsibility shown by Outreach Worker or project operator in making appropriate referrals for an alternate placement at time of termination.

Score	Criteria
4.	All of above procedures 1 to 5 carried out in termination process.
3.	Procedures 1 to 4 carried out.
2.	Procedures 1 and 2 carried out.
1.	Less than procedures 1 and 2 carried out.

4.3.1.10 Termination (Approved Home)

Termination procedures should be carried out as per following guidelines:

1. thirty days written notice by either party.
2. reason for termination indicated in the notice.
3. copies of termination notice to proprietor, operator and to District Office.
4. written documentation maintained prior to termination (minimum 3 months).

Score	Criteria
4.	All of above steps plus indication in the documentation that the Outreach Worker had made at least one attempt to remedy the situation. (eg. use of probationary status, warnings, more intensive follow-up, opportunity to drop out of program).
3.	All of above steps plus indication that termination had not been sudden (eg. minimum 3 months documentation).
2.	One of above steps not completed.
1.	More than one of the above steps not completed.

4.3.2 Client

4.3.2.1 Matching

Placement procedures should include a matching process which takes into consideration client needs and proprietor skills.

Step 1:	Proprietor's preference should be matched first, e.g. sex, age, level of functioning.
Step 2:	Proprietor's abilities should be matched with client's specific characteristics/needs, e.g. minor behavior problems, need for emotional support, program needs.
Step 3:	General environmental needs should be considered, e.g. structural setting, level of Approved Home family involvement.

Score	Criteria
4.	Each match is based on knowledge of both parties' needs, characteristics and preferences.
3.	Staff use specific feasible procedures in matching.
2.	In general, the matching process is clearly conceptualized.
1.	No clear concept of matching is indicated.

4.3.2.2 Integration

The Outreach Worker should assist both the client and the proprietor to integrate the newly placed individual into the home.

1. Client is allotted the same privileges and restrictions as other members of the family.
2. Client is made clearly aware of both privileges and restrictions at the time of placement in the home.
3. Outreach worker makes it known to the proprietor and the client that he/she will act as mediator in differences of opinion over privileges and restrictions.

Score	Criteria
4.	Items 1 to 3 clearly indicated.
3.	Items 1 and 2 clearly indicated.
2.	Item 1 only indicated.
1.	Client is denied privileges of the household.

4.3.2.3 Use of External Resources

In order to maximize community integration outreach workers should:

1. assist their clients in using community resources other than those offered by the operator, eg. Mental Health, Self-Help, Y.W.C.A., Parks and Recreation, Library, Theatre.
2. make use of existing community resources rather than duplicate services.

Score	Criteria
4.	All clients are making use of community resources (items 1 and 2). The operator does not attempt to duplicate existing community resources.
3.	All clients make use of at least three community resources, item 1.
2.	75% of clients make use of community resources.
1.	Less than 75% of clients use community resources.

4.3.2.4 Follow-up Services

The Outreach Worker should provide consistent individual follow-up service to the client including:

1. regularly scheduled home visits.
2. visits on request, if appropriate, between scheduled contacts.
3. information to the client how to contact the Outreach Worker.
4. contact with other programs as they relate to the client's residential program (e.g. vocational conferences, etc.).
5. information as to crisis procedures for those hours during which Outreach Worker is off duty.

Score	Criteria
4.	All clients receive follow-up service that includes items 1 to 6.
3.	All clients receive regularly scheduled visits.
2.	At least 50% of clients receive regularly scheduled visits. The other 50% receive sporadic follow-up.
1.	More than 50% of clients receive only sporadic follow-up.

4.3.3 Home Follow-up and Approval

4.3.3.1 Follow-up Services

In order to ensure that individual programs are understood and implemented correctly, the Outreach Worker should provide consistent follow-up service to the proprietor, or family. Follow-up should be provided over and above program planning and reviews.

1. on a consistent, scheduled basis (minimum monthly contact by phone, quarterly home visit).
2. on request if necessary between scheduled contacts.
3. crisis procedures should be outlined for those hours during which Outreach Worker is off duty.

Score	Criteria
4.	Items 1 to 3 practiced.
3.	All proprietors receive regularly schedule follow-up.
2.	Follow-up services are less frequent than indicated in item 1.
1.	Follow-up services are sporadic.

4.3.3.2 Approval

Approval procedures should include all of steps as outlined in Section 3.2.2 of this chapter. This process involves:

1. completion of the initial home study.
2. proprietor involvement in an orientation program.
3. trial approval period (3 to 6 months).
4. notification of home approval sent to
   - (a) the proprietor
   - (b) district office of Social Services and Community Health.

Score	Criteria
4.	Completion of all of above steps plus an indication that process has not been rushed (i.e. minimum 6 weeks for approval process and minimum 3 months probationary status). As an added consideration, documentation indicating source of Approved Home referral, amount of orientation completed and proprietor competency demonstrated

during probation, with letter of final approval recommendation, including feedback, to the proprietor.

3. All approval procedures completed.
2. One step of approval procedures not completed.
1. More than one step of approval procedures not completed.

4.3.3.3 Re-Approval

Re-approval procedures should include steps outlined in Section 3.2.2.3 of this chapter.

1. re-approvals are completed annually.
2. re-approval notice indicates compliance with standards and guidelines.
3. re-approval is based on a written recommendation by the Outreach Worker indicating demonstrated training competency on the part of the proprietor.
4. re-approval notice includes feedback and recommendations to the proprietor.

Score	Criteria
4.	Steps 1 to 4 above complete.
3.	Steps 1 to 3 complete.
2.	One of steps 1 to 3 incomplete.
1.	More than one of steps 1 to 3 incomplete.

4.4 Evaluation of Adherence to Standards

Agencies must be rated at a level 3 or 4 for a minimum of 90% of the standards (see Appendix 2.3.1 for Scoring Format).

5.0 Monitoring and Evaluation

5.1 The Service Delivery Division shall undertake a annual review of each project to determine adherence to the standards. A copy of this review to be sent to the Residential Services Program.

5.2 The Service Delivery Division shall, on an annual basis, review each funded project in order to make recommendations for continuation of funding.

The Service Delivery Division will ensure that a summary of the Approved Home Semi-Annual Reports (see Appendix 2.3.2) for each agency is submitted to the Residential Services Program Branch quarterly.

5.3 The Residential Services Program Branch will undertake a formal evaluation of the Approved Home Program on a periodic basis.

Appendix 1: Reference Documents

1.1 Levels of Handicap
1.2 Levels of Care for Dependent Handicapped
1.3 Independent Living Services Checklist

Appendix 1.1: Levels of Handicap

- 1.1.1 Ages 0 - 2
- 1.1.2 Ages 3 - 5
- 1.1.3 Ages 6 - 17
- 1.1.4 Ages 18 and over

Appendix 1.1

LEVELS OF HANDICAP
(Primary Mental Retardation)

The following definitions refer to 5 general levels of handicap in categories of: Supervision and Care, Motor Control, Socialization/Communication, Developmental Skills, Behaviour. Assign the level (0 to 4) in each of the above categories which best describes the individual - "0" represents the normal child/adult. All descriptions will not apply, but choose the level which is the best overall description of the individual, e.g., an adult in a wheelchair with spina bifida and ileostomy problems might receive a rating of: 3-2-1-2-1, whereas a child in a special unit because of severe retardation may receive a rating of 1-1-3-3-2.

	LEVEL 4	LEVEL 3	LEVEL 2	LEVEL 1
SUPERVISION AND CARE	Extensive medical & physical nursing care, eg. a) large hydrocephalus, b) immobile child requiring positioning for congestion & bed sores, c) heart defects, d) aspirates when fed, e) tube feeding. NURSING AFDH-15 + over	Regular nursing with some medical a) frequent convulsions, b) physical care in all daily routines. NURSING AFDH-10-15	Some medical nursing back-up necessary a) check on chronic respiratory infection, b) regular medication reviews. NURSING AFDH-5-10	Regular meds such as laxatives, vitamin supplements. NURSING AFDH-less than 5
MOTOR CONTROL	Motor control severely affected due to spasms or limpness, eg. a) no head control, b) few spontaneous motor movements. PHYSICAL DEVELOPMENT AFDH-0-5/6	Head control with some spontaneous movement.	Some purposeful movements - some creeping, head & trunk control.	Purposeful movement - a) head & trunk control, b) crawling, c) gross hand movements, batting, holding.
SOCIAL-IZATION/ COMMUNI-CATION	No consistent awareness - a) no spontaneous vocalizations apart from fear, hunger, pain, b) very little awareness apart from response to cuddling & sharp environmental changes. AWARENESS AFDH-0-5	Somewhat aware - a) focuses on & follows moving objects, b) responds with smiles, c) squirming, d) some sounds apart from level 4.	Aware of surroundings & attends for short periods - b) babbling, b) relates to familiar people (smiles, squirms to be lifted).	a) Responds to own name & simple requests. b) Speaks a few clear words. c) Social games, eg. pat-a-cake.
DEVELOP-MENTAL SKILLS	Difficult to feed. SELF HELP AFDH-up to 5	Assists when being fed - a) sucks food, b) takes food from spoon, chews, c) opens mouth, d) enjoys bath.	Shows interest in self help - a) attempts to help in feeding, b) holds food (spoon), c) plays in bath.	Basic self help with assistance - a) self feeds with some mess, b) helps dressing, c) has partial bladder control (dry diaper).

AGES 0 - 2

LEVELS OF HANDICAP
(Primary Mental Retardation)

The following definitions refer to 5 general levels of handicap in categories of: Supervision and Care, Motor Control, Socialization/Communication, Developmental Skills, Behaviour. Assign the level (0 to 4) in each of the above categories which best describes the individual - "0" represents the normal child/adult. All descriptions will not apply, but choose the level which is the best overall description of the individual, e.g., an adult in a wheelchair with spina bifida and ileostomy problems might receive a rating of: 3-2-1-2-1, whereas a child in a special unit because of severe retardation may receive a rating of 1-1-3-3-2.

	LEVEL 4	LEVEL 3	LEVEL 2	LEVEL 1
SUPERVISION AND CARE	Extensive medical & physical nursing care, eg. a) large hydrocephalus, b) immobile child requiring positioning for congestion & bed sores, c) heart defects, d) aspirates when fed, e) tube feeding. NURSING AFDH-15 + over	Regular nursing with some medical a) frequent convulsions, b) physical care in all daily routines. NURSING AFDH-10-15	Some medical nursing back-up necessary a) check on chronic respiratory infection, b) regular medication. NURSING AFDH-5-10	Minor ailments - constipation, vitamin supplements, anticonvulsants, etc. NURSING AFDH-less than 5
MOTOR CONTROL	Motor control severely affected due to spasms or limpness, eg. a) no head control, b) no spontaneous motor movements. PHYSICAL DEVELOPMENT AFDH-0-10	Head & trunk control, limited purposeful movement in limbs, eg. a) creeping, b) patting toys, c) snuggles, squirms & creeps.	Purposeful movements - a) effective crawling, b) reaches for toys, c) walks with assistance, d) pulls self up.	Mobile - a) manipulates toys, b) some fine motor coordination c) walks (walker/cane acceptable)
SOCIAL-IZATION/ COMMUNI-CATION	Impossible or extremely difficult to understand - no spontaneous vocalizations apart from fear, hunger, pain, b) very little awareness apart from response to cuddling & sharp environmental changes, c) show some awareness of surroundings, d) eyes follow, in general way, motions. AWARENESS AFDH-0-10	Beginning awareness - a) responds to familiar person, b) notices changes in environment, c) babbles, d) uses gestures.	Can, with assistance, make needs known - a) responds to praise & censure, b) a few clear words or gestures (bye-bye), c) initiates some interaction ("up"), d) responds to simple directions, e) social games, eg. pat-a-cake.	Relates in familiar setting - a) imitation, b) one or two word sentences, c) follows direction, d) responds to & is aware of children.
DEVELOP-MENTAL SKILLS	Minimal self care - a) may assist when being fed (sucks food, takes food from spoon, opens mouth) b) may enjoy bath. SELF HELP AFDH-up to 10	Shows interest in self care - a) attempts to hold spoon or eats some finger foods, b) co-operates when being dressed, c) plays in bath.	Basic self help with assistance - a) eats with assistance, b) uses toilet when placed on it, c) helps dressing.	Self care with assistance - a) eats with some mess, b) early self dressing, c) routine toilet trained, d) helps in washing.

LEVELS OF HANDICAP
(Primary Mental Retardation)

The following definitions refer to 5 general levels of handicap in categories of: Supervision and Care, Motor Control, Socialization/Communication, Developmental Skills, Behaviour. Assign the level (0 to 4) in each of the above categories which best describes the individual - "0" represents the normal child/adult. All descriptions will not apply, but choose the level which is the best overall description of the individual, e.g., an adult in a wheelchair with spina bifida and ileostomy problems might receive a rating of: 3-2-1-2-1, whereas a child in a special unit because of severe retardation may receive a rating of 1-1-3-3-2.

	LEVEL 4	LEVEL 3	LEVEL 2	LEVEL 1
SUPERVISION AND CARE	Extensive medical/physical nursing, eg. a) large hydrocephalus, b) immobile child requiring positioning for congestion/bed sores. NURSING AFDH-15 + over	Regular medical nursing provision eg. a) protection against self injury, b) brittle epileptic (uncontrolled except for short periods). NURSING AFDH-10-15	Some medical back-up necessary - a) protection against common danger, b) medication supervised c) controlled epileptic, d) regular skin care (wheelchair) NURSING AFDH-5-10	Minor medical - a) regular meds., b) skin care (D.S.). NURSING AFDH-less than 5
MOTOR CONTROL	Motor control severely affected due to spasms or limpness, eg. a) few spontaneous movements, b) could be in wheelchair but must be propped and pushed.	a) Some mobility - crawls or walks with assistance, b) in wheelchair with functional movement (lower/upper limbs or head) - needs transfer, c) walks but sensory deficit makes unescorted travel difficult.	Generally mobile - a) walks alone but awkward or with cane/walker, b) in wheelchair - self propelled & self transfer, c) blind but can travel in familiar terrain.	General motor control - may have hand/eye coordination difficulties or some balance problems.
SOCIALIZATION/ COMMUNICATION	Very difficult or impossible to understand - a) few spontaneous vocalizations apart from fear, hunger, pain, b) some awareness of environment apart from response to cuddling & environmental changes, c) focuses on moving objects, d) becomes excited before regular events. AWARENESS AFDH-up to 20	Can, with assistance, make needs known - a) responds to praise & censure, b) has few clear words or gestures, c) initiates interaction, d) responds to other children, e) responds to simple directions, f) aware of surroundings but communication restricted.	Relates in a familiar setting - a) communicates in short sentences, b) follows most directions within familiar setting, c) can imitate, d) interacts with children.	Functional 'concrete' language - a) relates well in familiar setting & can adapt with assistance, b) can read social sight vocabulary (street signs, etc.), c) can do simple arithmetic.
DEVELOPMENTAL SKILLS	Minimal skills in terms of eating, toilet, dressing - helps with feeding/dressing/bathing, etc. SELF HELP AFDH-up to 15	Eating, dressing, toileting feasible with practice but requires close supervision or assistance. Generally in specialized program outside special school.	Self care generally accomplished with some supervision (toileting, dressing, feeding). Basic functional living skills, eg. crossing street, asks for directions, dusts table - generally in special school.	Self care sufficient - functional living skills, eg. a) shopping from a list, b) on the bus alone, c) picks out own clothes, d) generally in integrated or special class.
BEHAVIOUR	Dangerous toward self, others or property & as a result cannot be handled in any existing program.	Unacceptable or disruptive behaviour or complete lack of motivation.	Undesirable behaviour, poor motivation.	No specific behaviour problem although some inappropriate behaviour is evident.

AGES 6 - 17

LEVELS OF HANDICAP
(Primary Mental Retardation)

The following definitions refer to 5 general levels of handicap in categories of: Supervision and Care, Motor Control, Socialization/Communication, Developmental Skills, Behaviour. Assign the level (0 to 4) in each of the above categories which best describes the individual - "0" represents the normal child/adult. All descriptions will not apply, but choose the level which is the best overall description of the individual, e.g., an adult in a wheelchair with spina bifida and ileostomy problems might receive a rating of: 3-2-1-2-1, whereas a child in a special unit because of severe retardation may receive a rating of 1-1-3-3-2.

	LEVEL 4	LEVEL 3	LEVEL 2	LEVEL 1
SUPERVISION AND CARE	Extensive medical/physical care, supervision & total care required because of multiple physical difficulties, eg., body rigidity & fragility requiring positioning for congestion/bed sores. NURSING AFDH- 15 + over	Regular medical nursing provision medical required because of multiple physical disabilities, eg. a) supervision of staff in transferring patients, b) ileostomy/colostomy supervision, c) protection against self injury, d) brittle epileptic. NURSING AFDH- 10-15	Some degree of nursing and medical back-up required, eg. a) supervision or drugs, b) protection against common danger, c) controlled epileptic, d) regular skin care. NURSING AFDH- 5-10	Minor medical treatments carried out mainly by individual, eg. regular meds., skin care. NURSING AFDH- less than 5
MOTOR CONTROL	Motor control severely affected due to spasms or limpness - a) few spontaneous movements, b) could be in wheelchair but must be propped and pushed. PHYSICAL DEVELOPMENT AFDH-up to 20	Some mobility - a) in wheelchair with functional movement (lower/upper limbs or head), needs transfer, b) crawls or walks with assistance, c) walks but sensory deficit makes unescorted travel difficult	Generally mobile - a) walks alone but awkward or with cane/walker, b) in wheelchair - self propelled & self transfer, c) blind but can travel in familiar terrain, d) gross or fine motor coordination difficulties, eg. cp	General motor control - may have hand/eye coordination difficulties or some balance problems.
SOCIALIZATION/ COMMUNICATION	Very difficult or impossible to understand - a) few spontaneous vocalizations apart from fear, hunger, pain, b) some awareness of environment apart from response to cuddling & sharp environmental changes, c) focuses on moving objects, d) becomes excited before regular events. AWARENESS AFDH-up to 20	Can, with assistance, make needs know - a) has some clear words, gestures or signals, b) understands some basic concepts, color, size, c) understands simple directions & responds to praise & censure, d) aware of surroundings but communication restricted, e) relates to others in structured setting.	Relates well to others in familiar structured setting - a) communicates in short sentences, (tends to be rote language), b) adapts to new situations with assistance, c) understands most directions with practice, d) reads social sight words, can write name.	Good concrete language - but with conceptual/abstract difficulties. Varied, spontaneous language. Good conversational skills. Can read & write simple English & do simple arithmetic.
DEVELOPMENTAL SKILLS	Minimal skills in terms of eating, toileting or dressing, could help with feeding. dressing, etc. SELF HELP AFDH-up to 15	Feeds, dresses & toilets self with assistance or close supervision. Could be in structured recreational or exceptional day program.	Self care with some supervision or special architectural assists. Basic homemaking & vocational skills with practice.	Self help generally sufficient Community residential & vocational skills with practice but needs some assistance with budgeting & time management.
BEHAVIOUR	Dangerous toward self, others or property & as a result cannot be handled in any existing program.	Unacceptable or disruptive behaviour or complete lack of motivation.	Undesirable behaviour, poor motivation.	No specific behaviour problem although some inappropriate behaviour is evident.

AGES 18 and over

Appendix 1.2
Levels of Care for the Dependent Handicapped and Probable Patterns of Care for the Dependent Handicapped

Appendix 1.2.1 Levels of Care for the Dependent Handicapped

Ambulation/Mobility

I - self-ambulatory by any method, with no requiremnt of staff time.
S - requiring staff attention but not routine "hands-on" assistance except for transferring to and from a wheel chair.
A - some activities associated with ambulation and mobility done or aided by staff.
T - all activities associated with mobility and ambulation done by staff.

Feeding

I - completely self-feeding, by any method.
S - requiring staff attention but not routine "hands-on" assistance.
A - some feeding activities done or aided by staff.
T - client completely fed by staff.

Dressing and Hygiene

I - washes and dresses self completely at a basic level (may be with verbal prompting)
S - requiring staff attention but not routine "hands-on" assistance.
A - some washing and/or dressing activities done or aided by staff.
T - client completely washed and dressed by staff.

Elimination

I - completes all toileting activities without staff time (May be with verbal prompting)
S - requiring staff attention but not routine "hands-on" assistance except with transferring to and from wheelchair.
A - some toileting activities done or aided by staff.
T - client completely toileted by staff, i.e. diapers being used.

Appendix 1.2.2 Probable Patterns of Care for the Dependent Handicapped

Basic Skills Development

I-I-A-A
I-S-A-A
I-A-A-A
I-T-T-T

2. Physical Assistance

S-I-A-A
S-S-A-A
S-A-A-A
A-S-A-A

3. Intensive Supervision and Care

A-S-A-T
A-S-T-A
A-S-T-T
A-A-A-A
A-A-T-A
A-A-A-T
A-A-T-T
T-A-T-T
T-T-T-T

Note: These patterns have been determined with reference to each of the categories on the preceeding page taken in order i.e. under Basic Skills Development:

I - self-ambulatory by any method, etc.
I - completely self feeding, by any method
A - some washing and/or dressing, etc.
A - some toileting activities done or aided by staff

Appendix 1.3
Independent Living Services Checklist and Scoring Format

Independent Living Checklist

Description:

The Independent Living Services Checklist is a compendium of short statements descriptive of skills required by an individual to live effectively in the community. These statements are divided into a) Self Help, b) Home Living Skills, c) Academics, d) Community Awareness, e) Social Maturity, f) Employment.

The Checklist consists of a total of 402 statements applicable to women and 405 statements applicable to men. 46 of the items are marked with * (starred items). A client must score a 2 or 100% in those starred items in order to qualify for the services of an I.L.S. Program Worker. (Two of the starred items apply to women only.)

Administration:

The Checklist should be administered by a person who knows the client well and is thoroughly acquainted with his/her skills and personality.

Scoring:

Each item on the Checklist should be scored in the following way:

2	Independent	-	the client has the skill, and consistently and properly carries out the task.
1	Semi-independent	a)	the skill is partially developed but the client requires assistance or prompting to carry out the task.
		b)	the skill is developed or partially developed but the client will not perform the task or attempt to further develop the skill.
0	Dependent	a)	the client has not developed the skill.
		b)	the client has not developed the skill and will not attempt to develop the skill.
NA	Not Applicable	-	this relates to a skill that will not require programming. Whenever N/A is used on the checklist the administrator of the assessment must relate in the comments the reason for its use.

Each statement is scored either 2, 1A, 1B, 0A, 0B, NA according to the level of development of the skill. This item score is entered on the blank next to the statement. The item scores for each sub-category are then totalled and entered in the appropriate space on the Scoring Sheet. Sub-category scores are totalled to give the category scores and these are in turn totalled to give the overall score.

Percentages scores are obtained as follows:

$$\frac{\text{Raw Score}}{\text{Maximum Possible Minus NAx2}} \times 100 = \text{Percentage}$$

Category and sub-category percentages may be valuable in designating an area in which the client is particularly strong or weak and will prove useful in program planning for the client.

There is space left after each sub-category to allow the person assessing to note any major concerns related to the training of the client.

The 1981 revised ILS Checklist allows for three separate assessments to be completed on the same format. Several suggestions have been made to the most appropriate way to complete this. If you feel it is detrimental to scoring to be able to see the previous score, then develop a means to hide that score. Some raters have used colored pens to differentiate between the different assessments. The authors will be most interested in receiving comments and/or suggestions related to this revised format.

Confidentiality:

It should be noted that a client has a right to know any information documented in his/her file. Please ensure that the client is aware of his/her rights and that written permission is requested to either give or receive information related to any individual.

Independent Living Checklist Contents

A. SELF HELP
   1. Dressing and Appearance
   2. Personal Hygiene
   3. Eating and Table Manners
   4. Health
   5. First Aid and Safety

B. HOME LIVING SKILLS
   1. Food Preparation
   2. Grocery Shopping
   3. Apartment Management
   4. Care of Clothing
   5. Ironing and Mending

C. ACADEMICS
   1. Basic Concepts
   2. Arithmetic
   3. Measurement
   4. Reading
   5. Writing
   6. Money Skills
   7. Budgeting
   8. Banking
   9. Time Skills

D. COMMUNITY AWARENESS
   1. General Community Awareness
   2. Transportation
   3. Social Shopping
   4. Use of Leisure Time
   5. Accommodation

E. SOCIAL MATURITY
   1. Communication
   2. Consideration
   3. Friendships
   4. Handling Problems
   5. Related Social Skills

F. EMPLOYMENT
   1. Prevocational
   2. Occupational
   3. Related Occupational Skills

A. SELF HELP SKILLS

1. Dressing and Appearance

*	a)	dresses self	___	___	___
*	b)	wears clothing to suit the weather	___	___	___
	c)	chooses clean clothing	___	___	___
	d)	changes underwear and clothing regularly	___	___	___
	e)	wears clothing to suit the occasion	___	___	___
	f)	dresses neatly	___	___	___
	g)	coordinates clothing	___	___	___
	h)	chooses clothing appropriate for size and age	___	___	___
	i)	practices good posture	___	___	___
TOTAL			___	___	___

COMMENTS ____

____

____

____

2. Personal Hygiene

*	a)	discriminates between clean and dirty	___	___	___
*	b)	uses soap or skin cleansers in washing and bathing	___	___	___

* c) bathes or showers self ____ ____ ____

* d) cleans teeth/dentures ____ ____ ____

* e) keeps ears and nose clean ____ ____ ____

f) washes hands and face when needed ____ ____ ____

g) bathes or showers when needed ____ ____ ____

h) uses deodorants ____ ____ ____

i) combs or brushes hair ____ ____ ____

j) shampoos when needed ____ ____ ____

k) cleans teeth/dentures regularly ____ ____ ____

l) cleans and clips nails ____ ____ ____

m) covers mouth when coughing or sneezing ____ ____ ____

n) describes the use of the services of Beauty Salon or Barber Shop (Hair Stylist) ____ ____ ____

FOR MEN:

o) Shaves self using an electric razor and/or safety razor ____ ____ ____

p) trims and shapes sideburns, beard and moustache ____ ____ ____

FOR WOMEN:

* q) takes care of self during menstrual periods ____ ____ ____

* r) disposes of sanitary napkins or tampons ____ ____ ____

s) removes hair from legs and underarms when needed ____ ____ ____

t) if used, applies make-up appropriately ____ ____ ____

u) if used, removes make-up ____ ____ ____

TOTAL ____ ____ ____

COMMENTS ____

____

____

____

3. Eating and Table Manners

* a) feeds self ____ ____ ____

demonstrates the following table manners:

* b) uses basic utensils for eating - knife, fork, spoon ____ ____ ____

* c) prepares food for eating ____ ____ ____

d) chews food with mouth closed ____ ____ ____

e) eats and drinks without spilling or drooling ____ ____ ____

f) eats at a reasonable speed ____ ____ ____

g) eats food in reasonable order (etiquette: soup, salad, main meal, dessert) ____ ____ ____

h) swallows food before speaking ____ ____ ____

i) keeps food on own plate and keeps in his/her place ____ ____ ____

j) uses napkin when needed ____ ____ ____

k) sits properly at table ____ ____ ____

l) if eating as part of group, carries on table talk ___ ___ ___

m) if eating as part of group excuses self prior to leaving ___ ___ ___

n) in restaurant, can order and pay for meal ___ ___ ___

TOTAL ___ ___ ___

COMMENTS ______________________________

____

____

____

4. Health

* a) knows when he/she is ill and describes symptoms ___ ___ ___

* b) cares for self during onset of minor ailments (cold, flu, etc.) ___ ___ ___

* c) describes own medical problems and needed precautions ___ ___ ___

* d) wears medic-alert tags, if necessary ___ ___ ___

* e) handles own prescription medication ___ ___ ___

* f) has prescriptions refilled when necessary ___ ___ ___

g) recognizes need for medical/dental attention ___ ___ ___

h) uses medical/dental resources as needed ___ ___ ___

i) uses Alberta Health Care Service Card ___ ___ ___

j) describes purposes of non-prescription products bought at a drug store (vitamins, laxatives, midol, etc.) ___ ___ ___

k) eats a balanced diet ___ ___ ___

l) exercises caution in dieting ___ ___ ___

m) exercises caution if utilizing alcohol and/or other potentially harmful substances ___ ___ ___

TOTAL ___ ___ ___

COMMENTS ______________________________

____

____

____

5. First Aid and Safety

* a) describes what to do in case of a fire ___ ___ ___

* b) responds to fire alarms, smoke detectors ___ ___ ___

c) practices fire safety precautions ___ ___ ___

d) describes how to operate fire extinguisher ___ ___ ___

e) stores and handles dangerous items in a safe place (corrosives, poisons, sharp objects) ___ ___ ___

f) handles dangerous items with caution ___ ___ ___

g) describes what is meant by term First Aid ___ ___ ___

h) relates why First Aid is important ___ ___ ___

i) describes the contents of a First Aid Kit (bandages, gauze, tweezers) ___ ___ ___

j) describes how to use the contents of a First Aid Kit ___ ___ ___

Describes the necessary Emergency First Aid Procedures for:

		Minor	Major
a)	cuts	a) ___ ___ ___	aa) ___ ___ ___
b)	scrapes, grazes	b) ___ ___ ___	bb) ___ ___ ___
c)	burns	c) ___ ___ ___	cc) ___ ___ ___
d)	injury to the eyes	d) ___ ___ ___	dd) ___ ___ ___
e)	poisoning	e) ___ ___ ___	ee) ___ ___ ___
f)	bleeding noses	f) ___ ___ ___	ff) ___ ___ ___
g)	back injuries	g) ___ ___ ___	gg) ___ ___ ___
h)	unconsciousness	h) ___ ___ ___	hh) ___ ___ ___
i)	epileptic seizures	i) ___ ___ ___	ii) ___ ___ ___
j)	describes emergency unit of hospital		___ ___ ___
k)	describes the use of Emergency Units		___ ___ ___

TOTAL ___ ___ ___

COMMENTS ____

____

____

____

CATEGORY A TOTAL ________

B. HOME LIVING SKILLS

1. Food Preparation

* a) prepares non-cook food ____ ____ ____

b) uses electric or gas range correctly ____ ____ ____

c) stores food in appropriate places ____ ____ ____

d) uses basic food groups ____ ____ ____

e) demonstrates what is meant by a balanced meal

demonstrates how to:

f) bake ____ ____ ____

g) fry ____ ____ ____

h) broil ____ ____ ____

i) boil ____ ____ ____

j) plans a well balanced meal ____ ____ ____

k) plans a weekly menu ____ ____ ____

l) plans a shopping list that corresponds with weekly menu ____ ____ ____

m) uses a menu regularly ____ ____ ____

n) uses kitchen and serving utensils and appliances ____ ____ ____

o) prepares adequate amount of food ____ ____ ____

follows a simple recipe to:

p) prepare fresh foods ____ ____ ____

q) prepare canned foods ___ ___ ___

r) prepare frozen foods ___ ___ ___

s) prepare packaged foods ___ ___ ___

t) describes how to use condiments and seasoning appropriately ___ ___ ___

u) uses a timer ___ ___ ___

v) sets a table ___ ___ ___

w) washes hands before preparation and serving of meal ___ ___ ___

x) prepares snack foods ___ ___ ___

y) organizes and prepare a meal for two or more peopl ___ ___ ___

z) cleans up after meal ___ ___ ___

aa) does the dishes ___ ___ ___

bb) makes good use of left-overs ___ ___ ___

TOTAL ___ ___ ___

COMMENTS ____

____

____

____

2. Grocery Shopping

a) demonstrates that he/she knows the purpose of a grocery store ___ ___ ___

	b)	distinguishes the difference between a convenience store and a regular grocery store	___	___	___
	c)	gets to and from grocery store on his/her own	___	___	___
	d)	uses a shopping cart	___	___	___
	e)	locates items in store	___	___	___
		demonstrates an understanding of price terms and can estimate price per amount of item chosen:			
	f)	price of each item	___	___	___
	g)	concept of 2/45¢, etc.	___	___	___
	h)	price per pound	___	___	___
	i)	shops comparatively	___	___	___
	j)	takes stock inventory	___	___	___
	k)	uses discount coupons	___	___	___
TOTAL			___	___	___

COMMENTS ____

____

____

____

3. Apartment Management

*	a)	distinguishes between clean and dirty	___	___	___
	b)	keeps home clean and tidy	___	___	___

c) decorates home ____ ____ ____

displays the following skills as needed:

d) vacuuming ____ ____ ____

e) sweeping and using the dustpan ____ ____ ____

f) dusting ____ ____ ____

g) emptying garbage ____ ____ ____

h) cleaning garbage receptacles ____ ____ ____

i) keeping drawers clean and tidy ____ ____ ____

j) keeping closets clean and tidy ____ ____ ____

k) washing floors ____ ____ ____

l) waxing floors ____ ____ ____

m) washing windows ____ ____ ____

n) cleaning walls ____ ____ ____

o) cleaning mirrors ____ ____ ____

p) cleaning light fixtures ____ ____ ____

q) changing light bulbs ____ ____ ____

r) making bed ____ ____ ____

s) changing bed ____ ____ ____

t) defrosting and cleaning fridge ____ ____ ____

u) cleaning stove (including oven) ____ ____ ____

v) cleaning cupboards ____ ____ ____

w) cleaning toilet ____ ____ ____

x) cleaning tub ____ ____ ____

y) cleaning sink ____ ____ ____

z) airs room ____ ____ ____

aa) adjusts thermostats ____ ____ ____

bb) describes the use of household cleaners ___ ___ ___

cc) recognizes warning symbols on household products ___ ___ ___

dd) and handles these products accordingly ___ ___ ___

ee) stores household items ___ ___ ___

TOTAL ___ ___ ___

COMMENTS ____

____

____

____

4. Care of Clothing

a) launders clothes as needed ___ ___ ___

b) follows fabric care symbols and/or directions ___ ___ ___

c) cares for footwear as needed ___ ___ ___

(i) Washing

d) locates laundry facility ___ ___ ___

e) distinguishes between clean and dirty ___ ___ ___

f) sorts soiled washables into groups ___ ___ ___

g) removes items from clothing prior to washing ___ ___ ___

uses washing mashines by

h) setting temperature ___ ___ ___

i) setting water level ___ ___ ___

j)	setting time cycle			
k)	setting fabric cycle			
l)	using dispensers			
m)	removing clothes from washer when the cycle is finished			
n)	cleaning washing machine after use			
o)	uses techniques of presoaking and stain removal			
p)	uses recommended amount of detergent			
q)	follows apartment laundry schedule when such exists			
r)	uses vending machines in laundromat			
	(ii) Drying			
	uses dryer by			
s)	selecting drying temperature			
t)	selecting fabric cycle			
u)	selecting drying time			
v)	removing all items at the end of the cycle and attending to them			
w)	determines when clothes are dry			
	sorts clothing that need:			
x)	ironing			
y)	folding			
TOTAL				

COMMENTS ______________________________

____

____

____

5. Ironing and Mending

a) irons clothes as needed ___ ___ ___

b) displays basic safety precautions in using an iron ___ ___ ___

c) adds water for the use of a steam iron ___ ___ ___

d) selects temperature ___ ___ ___

e) uses special techniques such as sprinkling, use of steam cloth, etc. ___ ___ ___

f) stores iron etc. after use ___ ___ ___

g) cleans iron ___ ___ ___

h) makes minor repairs to clothing ___ ___ ___

TOTAL ___ ___ ___

COMMENTS ______________________________

____

____

____

CATEGORY B TOTAL ________

C. ACADEMICS

1. Basic Concepts - client demonstrates in test or daily tasks, application of:

Pre-Number

* a) 1:1 correspondence ____ ____ ____

* b) seriation (sequence of numbers, i.e. 1,2,3,4) ____ ____ ____

* c) equivalence ____ ____ ____

Qualitative

* d) color (light, dark, bright, basic color names) ____ ____ ____

* e) size (bigger, smaller) ____ ____ ____

* f) time (tomorrow, today, soon, later, before, after, etc.) ____ ____ ____

* g) position (up, down, left, right, beside, under, etc.) ____ ____ ____

* h) population (more, less, same) ____ ____ ____

* i) shape (square, circle, triangle) ____ ____ ____

* j) distance (near, far) ____ ____ ____

* k) identity (whole, part) ____ ____ ____

TOTAL ____ ____ ____

COMMENTS ____

____

____

____

2. Arithmetic

*	a)	reads 0 to 9	____	____	____
	b)	counts by 1's to 100	____	____	____
	c)	counts by 5's to 100	____	____	____
	d)	counts by 10's to 100	____	____	____
	e)	counts by 25's to 100	____	____	____
	f)	writes numbers (single digits)	____	____	____
	g)	adds single digits	____	____	____
	h)	subtracts single digits	____	____	____
	i)	multiplies single digits	____	____	____
	j)	divides single digits	____	____	____
	k)	writes larger numbers (10 to 100)	____	____	____
TOTAL			____	____	____

COMMENTS ____

____

____

____

3. Measurement

a) compares quantities/amounts ___ ___ ___

b) applies fractioning (portions, halves) ___ ___ ___

c) uses measurement words (cup, tbsp., tsp., lb., litre) ___ ___ ___

d) applies measurements to items and tasks (quantities for shopping, cooking) ___ ___ ___

TOTAL ___ ___ ___

COMMENTS ____

____

____

____

4. Reading

* a) demonstrates a recognition of basic social sight words and/or symbols ___ ___ ___

b) demonstrates a recognition of letters ___ ___ ___

c) reads simple material ___ ___ ___

TOTAL ___ ___ ___

COMMENTS ____

____

____

____

5. Writing

a) writes/prints own name ____ ____ ____

b) writes/prints basic letters ____ ____ ____

c) writes/prints simple dictation ____ ____ ____

d) writes/prints common words ____ ____ ____

e) fills out structured forms ____ ____ ____

f) fills out unstructured forms ____ ____ ____

g) writes letters to friends ____ ____ ____

TOTAL ____ ____ ____

COMMENTS ____

____

____

____

6. Money Skills

a) identifies coins and bills up to $20.00 ____ ____ ____

b) identifies purchase value of money ____ ____ ____

c) identifies money equivalents-coins up to $1.00 ____ ____ ____

d) identifies money equivalents-bills up to $20.00 ____ ____ ____

e) makes money combinations up to $20.00 ____ ____ ____

f) counts change to ensure it is correct ____ ____ ____

TOTAL ____ ____ ____

COMMENTS ____

____

____

____

7. Budgeting

a) describes what a budget is and why it is useful ___ ___ ___

b) identifies regular monthly expenses ___ ___ ___

c) sets realistic financial goals ___ ___ ___

d) uses budgeting procedure - entries, income, expenses ___ ___ ___

e) records income and expenses ___ ___ ___

f) follows budget within reason (lives within means) ___ ___ ___

g) budgets ahead for large items ___ ___ ___

h) saves money for emergency or unexpected expenses ___ ___ ___

TOTAL ___ ___ ___

COMMENTS ____

____

____

____

8. Banking

a)	describes what a bank is	____	____	____
b)	identifies how much money he/she has in bank	____	____	____
c)	manages own bank account	____	____	____
d)	uses savings and/or chequing accounts	____	____	____
e)	writes cheque in appropriate amount	____	____	____
f)	records cheques in register	____	____	____
g)	pays utility bills	____	____	____
h)	describes how to use/obtain money order, traveller's cheques	____	____	____
i)	describes meaning of interest and service charges	____	____	____
j)	cashes cheques	____	____	____
k)	uses own identification	____	____	____
l)	describes use of credit (time payments, etc.)	____	____	____
TOTAL		____	____	____

COMMENTS ____

____

____

____

9. Time Skills

*	a)	follows schedule within reason	____	____	____
	b)	tells time by quarter hours	____	____	____
	c)	tells exact time	____	____	____
	d)	uses alarm clock or clock radio	____	____	____
	e)	schedules activities (deadlines, etc.), within same day	____	____	____
	f)	plans schedule within week	____	____	____
	g)	remembers schedule within week	____	____	____
	h)	identifies time equivalents (hours, days, etc.)	____	____	____
	i)	uses a calendar	____	____	____
TOTAL			____	____	____

COMMENTS ____

____

____

____

CATEGORY C TOTAL __________

D. COMMUNITY AWARENESS

1. General Community Awareness

a) identifies own address ____ ____ ____

b) identifies own phone number ____ ____ ____

c) takes action when lost ____ ____ ____

utilizes community services:

d) convenience stores ____ ____ ____

e) shopping centres ____ ____ ____

f) medical services ____ ____ ____

g) banking services ____ ____ ____

h) postal services ____ ____ ____

i) church services ____ ____ ____

j) police services ____ ____ ____

k) recreation services ____ ____ ____

l) educational services ____ ____ ____

m) uses newspaper to obtain information ____ ____ ____

TOTAL ____ ____ ____

COMMENTS ____

____

____

____

2. Transportation

a) demonstrates safe self transportation skills	___	___	___
b) gets to daily activities and back	___	___	___
c) locates a given address	___	___	___
d) uses appropriate means of transportation (ie. taxi, bus, greyhound, handibus, plane, train)	___	___	___
e) catches correct bus	___	___	___
f) pays fare	___	___	___
g) transfers when needed	___	___	___
h) travels by bus to familiar place	___	___	___
i) travels by bus to unfamiliar place	___	___	___
j) obtains information re: departure and arrival schedules and fares	___	___	___
k) arranges trips	___	___	___
l) uses elevators, escalators, stairs	___	___	___
TOTAL	___	___	___

COMMENTS ____

____

____

____

3. Social Shopping

a) gets assistance from store personnel when necessary ___ ___ ___

b) keeps receipts of purchases ___ ___ ___

c) returns unacceptable merchandise when necessary ___ ___ ___

d) finds way around a department store ___ ___ ___

e) uses advertising for price shopping and checking sales ___ ___ ___

f) adheres to store operating hours ___ ___ ___

g) buys own clothes ___ ___ ___

g) obtains repairs for appliances ___ ___ ___

TOTAL ___ ___ ___

COMMENTS ______________________________

____

____

____

4. Use of Leisure Time

a) initiates own leisure activities (hobbies, recreation, reading, etc.) ___ ___ ___

b) uses community resources for leisure time (zoo, movies, bingo, etc.) ___ ___ ___

c) plans ahead when inviting guests ___ ___ ___

d) plans ahead for holidays ___ ___ ___

e) uses social skills to suit the occasion ___ ___ ___

TOTAL ___ ___ ___

COMMENTS ____

____

____

____

5. Accommodation

states factors needed in selecting own accommodation:

a) cost (utilities and damage deposit; within means) ___ ___ ___

b) access to and from place of employment ___ ___ ___

c) access to and from community services ___ ___ ___

d) size ___ ___ ___

e) physical access into and out of accommodation ___ ___ ___

f) availability (lease, date of moving) ___ ___ ___

g) conditions of rental - conditions of the lease ___ ___ ___

h) furnishings ___ ___ ___

i) selects accommodation ___ ___ ___

j) uses apartment etiquette (ie. no loitering in halls, laundry usage, pool rules) ____ ____ ____

k) keeps apartment door locked ____ ____ ____

l) asks who is there before opening door ____ ____ ____

TOTAL ____ ____ ____

COMMENTS ______________________________

____

____

____

CATEGORY D TOTAL __________

E. SOCIAL MATURITY

1. Communication

* a) communicates address, telephone number of person to call in an emergency ___ ___ ___

b) asks for assistance when it is needed ___ ___ ___

c) explains feelings and emotions in an acceptable manner so others can understand ___ ___ ___

d) uses basic social conversation (or alternative means of communication) ___ ___ ___

e) relays a message (verbal, written or telephone) ___ ___ ___

f) communicates needs to appropriate others for service (landlord, store clerks) ___ ___ ___

g) describes how to respond to door to door solicitors ___ ___ ___

practices proper techniques when using a telephone by:

i) using correct greetings ___ ___ ___

j) using emergency telephone numbers knowing who can be contacted (911) ___ ___ ___

k) providing accurate information when contacting emergency sources ___ ___ ___

l) using pay telephones ___ ___ ___

m) using directory assistance for local and long distance calls when necessary ____ ____ ____

n) making calls using a telephone book ____ ____ ____

o) responds to sales and business calls ____ ____ ____

TOTAL ____ ____ ____

COMMENTS ____

____

____

____

2. Consideration

* a) respects an individuals rights to privacy knocks before entering a room, etc.) ____ ____ ____

* b) asks before using others' belongings ____ ____ ____

c) returns things to owner after agreed loan time ____ ____ ____

d) acknowledges people talking to him/her ____ ____ ____

e) listens when someone is talking, does not interrupt ____ ____ ____

f) avoids offending others ____ ____ ____

g) observes acceptable noise levels in living areas ____ ____ ____

h) makes prior arrangements for social visits ____ ____ ____

i) respects visiting hours when visiting or being visited ____ ____ ____

j) responds to social cues (when someone wants to leave, or terminate a conversation) ____ ____ ____

k) demonstrates co-operative skills ____ ____ ____

l) shares things using reasonable limits ____ ____ ____

m) offers help when someone is sick, upset, or having trouble doing something ____ ____ ____

n) respects other people's limits in give and take situations ____ ____ ____

TOTAL ____ ____ ____

COMMENTS ____

____

____

____

3. Friendships

a) makes friends of both sexes on his/her own ____ ____ ____

b) acknowledges people he/she recognizes ____ ____ ____

c) properly introduces self to someone ____ ____ ____

d) carries on a short conversation about things that are of interest of friends ____ ____ ____

e) keeps in touch with friends, ie., drops by or telephones ____ ____ ____

f) remembers special days of interest of friends, calls, writes ___ ___ ___

g) breaks friendships if necessary ___ ___ ___

TOTAL ___ ___ ___

COMMENTS ____

____

____

____

5. Handling Problems

* a) accepts consequences of own behavior and decisions ___ ___ ___

b) expresses him/herself rationally in a problem situation (not giving into tantrum, emotional outbursts) ___ ___ ___

c) learns from errors (does not keep making the same mistakes) ___ ___ ___

d) works out a solution to problems without giving up easily ___ ___ ___

e) seeks assistance when dealing with problems when appropriate ___ ___ ___

f) has a realistic concept of daily living (talks about things as they are without blowing them out of proportion) ___ ___ ___

g) adjusts to changes in daily living ___ ___ ___

TOTAL ___ ___ ___

COMMENTS

6. Related Social Skills

* a) exercises appropriate behavior in public ___ ___ ___

* b) is non-threatening or violent toward others ___ ___ ___

* c) respects property (personal or public) ___ ___ ___

d) describes how to respond to strangers ___ ___ ___

e) identifies effects of alcohol consumption ___ ___ ___

f) describes alcohol's socially accepted use ___ ___ ___

g) responds to gift giving/receiving situations ___ ___ ___

h) tips within own means ___ ___ ___

TOTAL ___ ___ ___

COMMENTS

CATEGORY E TOTAL ______

F. EMPLOYMENT

1. Preoccupational

* a) has or is looking for a job, day program or activity ____ ____ ____

b) has realistic concept of occupational skills, interests, abilities ____ ____ ____

c) chooses an occupation which is compatible with his/her skills ____ ____ ____

d) completes basic job applications ____ ____ ____

e) uses community services such as manpower, classified ads, employment offices, E.O.P., etc. ____ ____ ____

f) acquires the necessary information about a job ____ ____ ____

g) prepares a resume ____ ____ ____

h) follows through on a job lead ____ ____ ____

i) handles a job interview ____ ____ ____

TOTAL ____ ____ ____

COMMENTS ____

____

____

____

2. Occupational

* a) maintains stable employment or regular occupation ___ ___ ___

Demonstrates the following occupational skills:

b) listening and understanding ___ ___ ___

c) remembering instructions ___ ___ ___

d) following instructions ___ ___ ___

e) accepting criticism ___ ___ ___

f) working alone ___ ___ ___

g) working with others ___ ___ ___

h) self initiative ___ ___ ___

i) working proficiently ___ ___ ___

j) taking care of tools and equipment ___ ___ ___

k) seeking assistance or explanation when required ___ ___ ___

l) punctuality ___ ___ ___

m) responding to supervisor ___ ___ ___

n) understanding concepts of time-off, holidays, coffee break, lunch break, overtime ___ ___ ___

TOTAL ___ ___ ___

COMMENTS ____

____

____

____

3. Related Occupational Skills

* a) brings lunch or required money ___ ___ ___

b) describes the rate of pay ___ ___ ___

c) knows how often he/she gets paid ___ ___ ___

Knows what the following deductions mean:

d) gross pay ___ ___ ___

e) net pay ___ ___ ___

f) Unemployment Insurance contributions ___ ___ ___

g) Canada Pension Plan ___ ___ ___

h) Income Tax ___ ___ ___

i) Union dues ___ ___ ___

j) other deductions ___ ___ ___

k) describes what a probationary work period is ___ ___ ___

l) familiar with the purpose of workers compensation ___ ___ ___

m) knows how to qualify for workers compensation, unemployment insurance, social assistance ___ ___ ___

describes the concepts of:

n) full-time ___ ___ ___

o) part-time ___ ___ ___

p) seasonal help ___ ___ ___

q) shift work ___ ___ ___

r) relief staff ___ ___ ___

s) laid off ___ ___ ___

t) fired ___ ___ ___

u) union ___ ___ ___

v) knows how these relate to his particular job ___ ___ ___

w) handles income tax ___ ___ ___

TOTAL ___ ___ ___

COMMENTS ______________________________

____

____

____

CATEGORY F TOTAL ______

Appendix 2: Reporting Forms

- 2.1 Community Residences for Disabled Persons
- 2.2 Outreach Workers for Disabled Persons
- 2.3 Approved Homes for Mentally Handicapped Persons

Appendix 2.1: Reporting Forms for Community Residences

2.1.1	Standards Scoring Format
2.1.2	Relief Bed Monthly Requisition
2.1.3	Departmental Community Residence Monthly Report
2.1.4	Community Residence Monthly Report: Agency

Appendix 2.1.1

Standards Scoring Format: Community Residences for Disabled Persons

Scoring: Mark "X" for the appropriate score in the appropriate column

eg. Std	Score			
	4	3	2	1
2.1		X		
2.2			X	

Standard	Score			
	4	3	2	1
Administration	XX	XX	XX	XX
	XX	XX	XX	XX
2.1				
2.2				
2.3				
2.4				
2.5				
2.6				
2.7				
2.8				
2.9				
2.10				
TOTAL				
Physical	XX	XX	XX	XX
Facility	XX	XX	XX	XX
2.1				
2.2				
2.3				
2.4				
2.5				
2.6				
2.7				
2.8				
TOTAL				
Records and	XX	XX	XX	XX
Files	XX	XX	XX	XX
2.1				
2.2				
2.3				
2.4				
2.5				
2.6				
2.7				
TOTAL				

Standard	Score			
	4	3	2	1
Staffing	XX	XX	XX	XX
	XX	XX	XX	XX
2.1				
2.2				
2.3				
2.4				
2.5				
2.6				
2.7				
2.8				
2.9				
2.10				
2.11				
TOTAL				
Health,	XX	XX	XX	XX
Hygiene, etc.	XX	XX	XX	XX
2.1				
2.2				
2.3				
2.4				
Total				
Resident	XX	XX	XX	XX
Development	XX	XX	XX	XX
2.1				
2.2				
2.3				
2.4				
2.5				
2.6				
2.7				
2.8				
TOTAL				

Standard	Score			
	4	3	2	1
Rec. and	XX	XX	XX	XX
Leisure	XX	XX	XX	XX
2.1				
2.2				
TOTAL				
Support	XX	XX	XX	XX
Services	XX	XX	XX	XX
2.1				
2.2				
TOTAL				
GRAND TOTAL				
TOTAL POSSIBLE	22	52	47	52
% SCORE				

% calculation

(1) 3 or 4 - add totals in column 3 and 4 and divide by 52

(2) 2 - total column 2 divide by 47

(3) 1 - total column 1 divide by 52

% for 3 and 4 combined must be 90% or greater

COMMUNITY RESIDENCES

Appendix 2.1.2

RELIEF BED

Month ______________

MONTHLY REGISTRATION

AGENCY ____

RESIDENCE ADDRESS ______________________________________

(Please keep a running record of registration and submit this to the Service Delivery District office at each month's end)

Name	Level of Functioning	Date In	Date Out	Accum Relief During Year	Reason for Relief

Appendix 2.1.3

ALBERTA SOCIAL SERVICES AND COMMUNITY HEALTH

COMMUNITY RESIDENCE MONTHLY REPORT
MONTH ENDING ________________, 19__

This form should be mailed no later than seven days following the end of the month.

TO:

Name of Organization: ________________

Address of Residence: ________________

I. Complete the following information on persons who occupied a bed during the month on a permanent or relief basis.

Name	D.O.B.	Location of Parents/Guardians	Level of Functioning	Financial Status (if over 18)			No. of Nights in Residence Per Month
				Social Assistance	AISH	Neither	

Use additional sheets
if required

Appendix 2.1.4

COMMUNITY RESIDENCE MONTHLY REPORT: AGENCY

Name of Organization: ______________________________

Address of Residence: ______________________________

I. Complete the following information on permanent residents who were admitted to/or discharged from the residence during the month:

Name	D.O.B.	Level of Functioning	Date Admitted	Date Discharged	Reason for Admission or Discharge: From Where or to Where

III. Complete the following information for persons denied admission for permanent residency or relief during the month:

Name	D.O.B.	Location of Parents/Guardians	Level of Functioning	Reason for Refusal

Appendix 2.2: Outreach Workers for Disabled Persons

2.2.1 Standards Scoring Format
2.2.2 Outreach Workers Quarterly Report

Appendix 2.2.1

Standards Scoring Format: Outreach Workers

CATEGORY	LEVEL	COMMENTS/RECOMMENDATIONS
ADMINISTRATION		
1.1 Staff		
1.1.1 Qualifications	1 2 3 4	
1.1.2 Job Description	1 2 3 4	
1.1.3 Salaries	1 2 3	
1.1.4 Orientation	1 2 3 4	
1.1.5 Performance Appraisal	1 2 3 4	
1.1.6 Supervision/Support	1 2 3 4	
1.1.7 Resources Available	1 2 3 4	
1.1.8 Staff Development	1 2 3 4	
1.2 Clients		
1.2.1 Eligibility	1 2 3 4	
1.3 Administrative Support		
1.3.1 Inner-Agency Communication	1 2 3 4	
1.3.2 Agency/Regional Office Communication	1 2 3 4	

CATEGORY	LEVEL	COMMENTS/RECOMMENDATIONS
PROGRAM DELIVERY		
2.1 Program		
2.1.1 Referrals	1 2 3 4	
2.1.2 Waiting Lists	1 2 3 4	
2.1.4 Assessment	1 2 3 4	
2.1.5 Training Agreements/Programs	1 2 3 4	
2.1.6 Case Notes	1 2 3 4	
2.1.7 Confidentiality	1 2 3 4	
2.1.8 Termination	1 2 3 4	
2.2 Client		
2.2.1 Use of External Resources	1 2 3 4	
2.2.2 Follow-up Services	1 2 3 4	

E

Appendix 2.2.2

OUTREACH WORKER
QUARTERLY REPORT

January, 1981

OUTREACH WORKER: ______________________

AGENCY: ______________________

REPORTING PERIOD: ______________________ TO ______________________
Month Year Month Year

Client's Name	D.O.B.	Type of Placement (a)	Date of Entry into Program	Type of Program Worker (b)	Involvement (Hours/Week)	Codes
						a. Type of Placement 1. family home 2. group home 3. approved home 4. institution 5. independent living 6. semi-independent living and training residences b. Type of Outreach Worker 1. senior 2. indpendent living 3. child/adult

Appendix 2.3: Approved Homes for Mentally Handicapped Persons

2.3.1 Standards Scoring Format
2.3.2 Semi-Annual Report
2.3.3 Application for Home Approval
2.3.4 Home Study
2.3.5 Notification of Home Approval

Appendix 2.3.1 Standards Scoring Format: Approved Homes

CATEGORY	LEVEL	COMMENTS/RECOMMENDATIONS
ADMINISTRATION		
1.1 Staff		
1.1.1 Qualifications	1 2 3 4	
1.1.2 Job Description	1 2 3 4	
1.1.3 Salaries	1 2 3	
1.1.4 Orientation	1 2 3 4	
1.1.5 Performance Appraisal	1 2 3 4	
1.1.6 Supervision/Support	1 2 3 4	
1.1.7 Resources Available	1 2 3 4	
1.1.8 Staff Development	1 2 3 4	
1.2 Clients		
1.2.1 Eligibility	1 2 3 4	
1.3 Administrative Support		
1.3.1 Inner-Agency Communication	1 2 3 4	
1.3.2 Agency/Regional Office Communication	1 2 3 4	

CATEGORY	LEVEL	COMMENTS/RECOMMENDATIONS
1.4 Approved Homes Specific		
1.4.1 Standards		
Physical	1 2 3	
Environment	1 2 3	
1.4.2 Proprietor Qualifications	1 2 3 4	
1.4.3 Proprietor Orientation	1 2 3 4	
1.4.4 On-Going Training	1 2 3 4	
1.4.5 Appeal and Grievance	1 2 3	
1.4.6 Statistics	1 2 3	
1.4.7 Training Funds	1 2 3 4	
PROGRAM DELIVERY		
2.1 Program		
2.1.1 Referrals	1 2 3 4	
2.1.2 Waiting Lists	1 2 3 4	
2.1.3 Placement	1 2 3 4	
2.1.4 Assessment	1 2 3 4	
2.1.5 Training Agreements/Programs	1 2 3 4	
2.1.6 Case Notes (Clients)	1 2 3 4	
2.1.7 Case Notes (Proprietor)	1 2 3 4	

CATEGORY	LEVEL	COMMENTS/RECOMMENDATIONS
2.1.8 Confidentiality	1 2 3 4	
2.1.9 Termination (Clients)	1 2 3 4	
2.1.10 Termination (Approved Home)	1 2 3 4	
2.2 Client		
2.2.1 Matching	1 2 3 4	
2.2.2 Integration	1 2 3 4	
2.2.3 Use of External Resources	1 2 3 4	
2.2.4 Follow-up Services	1 2 3 4	
2.3 Home Follow up and Approval		
2.3.1 Follow-up Services	1 2 3 4	
2.3.2 Approval	1 2 3 4	
2.3.3 Re-approval	1 2 3 4	

APPROVED HOMES PROGRAM

SEMI ANNUAL REPORT

PRESENT OPERATOR: ______________________________

REPORTING PERIOD: ______________________________

I. INDICES OF PROGRAM USAGE

	MONTH
Total No. of spaces funded	
No. of spaces approved	
No. of spaces terminated	
Total No. of approved spaces	
No of clients placed (in A.H.)	
No of clients terminated	
Total No. of spaces occupied	
Total No. of clients on waiting list	

II. CLIENT MOVEMENT

Clients Terminated	Length of Placement Date of Entry	Date of Exit	Type of Alternative Setting

Date: ____________________ Reporter's Signature

____

Information should be calculated on the last day of each month.

Due seven days after end of reporting period.

Appendix 2.3.3

APPROVED HOME PROGRAM
APPLICATION FOR HOME APPROVAL

1. Address this application and any further correspondence to:

NAME: ______________________________

ADDRESS: ______________________________

TELEPHONE: ____________________ POSTAL CODE: __________

2. To be completed by applicant:

NAME: ______________________________

ADDRESS: ______________________________

TELEPHONE: ____________________ POSTAL CODE: __________

Date of Birth: Languages Spoken:

Occupation of Applicant:

Others in HOME:

NAME	AGE	SEX	RELATIONSHIP TO APPLICANT
1.			
2.			
3.			
4.			
5.			
6.			

3. Name of Family Doctor:

Telephone:

4. Description of your home:

Was it built as a single family dwelling: Other:

Year built: Zoning Area:

IS IT:	Owned:	Rented:	Leased:
Basement:	None:	Partial:	Full:
Heated by:	Gas:	Oil:	Other:
Number of Rooms:	1st Floor:	2nd Floor:	Basement:

Bedrooms available for

Number of clients desired: Male: Female: Age:

5.	Home Equipment:	Bath	Shower
	Plumbing:	Running Water Hot Water	No. of Flush Toilets
	Electricity:	Electric Lights Radio	Electric Stove T.V.
	Gas:	Gas Lights Gas Heat	Gas Stove
	Amenities:	Magazines	Daily Paper Pets
	Outside Yard:	Patio	Lawn Garden

6. Approved For:

Electrical Protection	Gas Protection
Fire Protection	Building Protection
Health Regulations	

---

7. REFERENCES:

List three (3) people, not related, that we may contact - include at least one (1) professional person such as the family doctor, clergyman, teacher, social worker, etc.

	NAME	Address & Telephone	Occupation
1.			
2.			
3.			

---

8. I hereby agree that if this application is approved, I will seek approval of the staff member named in section 1 before accepting any additional persons to my home for board and lodging, I understand this is a condition of my home to remain approved.

Date of Application: ______________ Applicant's Signature: ____________________

Office Use Only:

9. Recommendations of Operator:
accuracy of the information above and do ; or do not
recommend this home to be used as an approved home for

1 2 3 persons

Date: ______________________ Signature: ________________________

Appendix 2.3.4

APPROVED HOME PROGRAM
Home Study Section I

To Be used as a guideline for approval

Home Environment:

1. Social Amenities

    - opportunity for community participation (churches, shops, theatres)
    - opportunity for individual and shared home conveniences and comforts
    - adequate housekeeping
    - adequate recreational facilities nearby

    Comments:

2. Development of personal identity

    - home provides adequate privacy
    - home provides space and equipment to encourage group activity
    - client is encouraged to own and care for personal property
    - home requires the clients shared involvement in its upkeep and enhancement

    Comments:

3. Self-expression

    - adequate arts and crafts equipment
    - opportunity for productive leisure time projects (garden, books, music, etc.)
    - opportunity for outdoor activities

    Comments:

4. Family's Involvement

   - occupation
   - recreational
   - activity
   - community involvement

   Comments:

5. Family Atmosphere

   - openness of communication
   - interpersonal sensitivity
   - basic attitudes
   - degree of co-operation
   - sharing of interests
   - conflict resolution
   - family projects

   Comments:

Client Training:

1. Structure

   - adequate scheduling of time and activities
   - free flow of communication - socialization
   - ability to provide positive and accurate feedback
   - ability to promote sensitivity to others
   - abilities to promote social awareness
   - provides opportunity for learning
   - ability to promote realistic planning

   Comments:

2. Value Orientation

   - ability to promote awareness and acceptance of self
   - ability to promote understanding of social norms
   - encourages acceptance of responsibility for own actions
   - willingness to involve client in decision making

   Comments:

General comments on suitability of family and home environment:

Date: ______________________ Program Operator: ________________________

APPROVED HOME PROGRAM
Home Study Section II

Home Inspection

I. General Requirements

To be completed by the Project Operator

Compliance to Acts:

The Operator shall ensure that the proprietor complies with the requirements of The Public Health Act and other acts and regulations (electrical, fire, gas, building) and municipal by-laws relating to housing, and with any inspection which may be required thereto. The home shall be equipped with an CSA approved smoke-detector on each level.

Right to Inspect:

As a condition of being approved the home shall be accessible at all reasonable times to visitation and inspection as deemed necessary by the Operator.

Renewal of Notification:

The Operator shall visit and inspect annually every home for the purpose of ensuring that the home is continuing to comply with these regulations. A written report will be provided annually to the Regional Office.

Stability:

Satisfactory stability in the family situation - e.g. no alcoholism, no drug addiction, no significant marital and family relationship problems.

Client/Proprietor Relationships:

Client shall have access to the family living room and not be segregated from the family.
Will help client to assume varying degrees of responsibility for transportation, purchase of clothing, attendance at clinics, etc.

Following Field Staff Instructions:

Willingness to accept direction in the management of diet and training of the client.

Proprietor Expectations:

Must participate in in-service seminars where and when available.
Whenever extra boarders are considered, the proprietor must first receive approval from the Program Operator.

No proporietor will lend money to, or borrow from clients.
The Proprietor must respect clients confidentiality.

When the Proprietor takes vacation, she is required to supply a substitute for this period. The substitute must be approved by the Operator.

Orientation:

Must complete the specified orientation program as a Condition of Approval.

II. Physical and Environmental Accommodation

a. Basement Accommodation: A client's bedroom shall not be more than five feet below the level of the ground surrounding the main or ground floor level. Basement bedrooms may not be approved unless judged to be free of health hazards as determined by the Program Operator.

b. Special Protective Provisions: A client who might have trouble negotiating stairways shall not be placed in a bedroom above or below ground floor level.

c. Number of Clients per Bedroom: No more than two clients shall share a bedroom.

d. Floor Space - Single Bedroom: A single bedroom for one client shall have at least 60 square feet of floor space, where built-in cabinets are not provided, and 55 square feet of floor space where built-in cabinets are provided, and the minimum dimension within the required area shall be 6 feet 6 inches.

e. Floor Space - Double Bedroom: A bedroom for the accommodation of two clients shall have at least 55 square feet of floor space per occupant regardless of whether the cabinet space is built in or not and the minimum dimension within the required area shall be 8 feet 10 inches.

f. Ceiling Height: No ceiling shall be less than 7 feet in height, over at least 50% of the required floor area, and any part of the room having clear height of less than 5 feet shall not be considered in computing the required floor area.

g. Personal Effects Storage: Each client shall have

1. Clothes closet or wardrobe space, individual drawer space, and a minimum of one chair in the bedroom.

2. Space for items such as dentifrices, cosmetics, towels and soap.

h. Bedroom Comforts: Each bedroom shall have

1. At least one mirror.
2. At least one outside wall window that may be opened for fresh air.

3. Adequate ventilation, heat and lighting.

i. Lounging Accommodation: An approved home shall have a day room or lounging accommodation approximating twenty square feet of floor space per occupant where client may play table games, watch television and have some social life, and where required, shall have adequate facilities for study purposes.

j. Outside Yard: An approved home should have some outside yard or lawn space.

k. Medications: The proprietor shall keep a locked cabinet for storage of medications and will be aware of prescribed dosages for each medication; and will notify Program Operator of any deviations from the prescribed instructions or any noticeable side effects of the medication on the client.

l. Bathroom: An approved home shall have at least one flush toilet and one bath or shower for a maximum of eight people, including clients and members of the family in the home.

m. Special Safety Provisions: Night light, non-skid stair treads, non-skid bath mats, and handrails on stairways or in bathrooms shall be provided if required for the safety of the client.

n. Telephone: A telephone shall be at the disposal of the client.

o. Amenities: The client shall have access to a T.V., radio and newspaper (the latter when available in the area).

p. Beds: Individual beds for each client.

q. Meals: An approved home shall provide a properly balanced diet. The client shall be included as a family member during mealtime.

r. Transportation: Access to public transportation for vocational recreational purposes. Emergency transporation available if required.

III. Default Clause

The Operator may make application to the Social Services and Community Health District Office for one or more of the regulations to be waived, provided a written statement is made on the application indicating which regulations are to be waived and what redeeming qualities justify the use of the home.

Define regulation(s) to be waived: ______________________________

____

____

Define redeeming qualities under which 'approved' status is being pursued:

____

____

____

IV. Summary Assessment:

Proprietor has facility and personal suitability to be approved for (circle appropriate underlined points):

ONE TWO THREE

MALE AND/OR FEMALE guests

Operator ______________________________
Signature

Date ______________________

Reapproval ________________

Distribution:

Operator
Social Services and Community Health District Office

APPENDIX 2.3.5

APPROVED HOME PROGRAM
NOTIFICATION OF HOME APPROVAL

DATE OF ISSUE

PROPRIETOR'S NAME DATE OF EXPIRY

ADDRESS TELEPHONE:

This is notification that the Home operated by the above-named person(s) has been assessed by the Project Operator

and at that time was acceptable as an approved home for ________ people under their care subject to Residential Services Approved Home program.

Project Operator: ______________________
Signature

DISTRIBUTION

Proprietor
Project Operator
Social Services and Community Health District Office

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POOR

QUALITY

ORIGINAL